



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

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Executive Board Meeting October 11-13, 2011 Synopsis

Tuesday

October 11, 2011

Thom McDaniel called the Meeting to order at 0830.

TWU Local 556 Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Don Shipman, Audrey Stone, Bryan Orozco, Crystal Reven, Matt Hettich, Donna Keith and John DiPippa.

Stacy Martin and Jimmy West were excused for vacation.

Karen Amos was excused.

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

The Board recited the **Pledge of Allegiance**.

Mark Torrez read aloud the **TWU International Membership Pledge**.

Thom McDaniel noted that the TWU Local 556 Seniority List Integration (SLI) and Association of Flight Attendants (AFA) Council 57 Representatives would be in the Union Office for SLI Negotiations during the Executive Board.

Thom McDaniel **agreed** to inquire as to whether or not the TWU Air Transport Division's offices could be used for future meetings of the two teams.

Thom McDaniel noted that the Local 556 Executive Board would be hosting a dinner for the newest class of Flight Attendants the following evening.

Thom McDaniel submitted the **Local 556 President's Report**:

Thom reported that since the last Executive Board Meeting, he had met with Southwest Airlines on September 19 and 26 and October 3 for Overwater/International Flying. He has also met with the TWU Local 556 Negotiating Team by telephone and in person to prepare proposals and continue discussions. At the last meeting the Union Team presented a comprehensive proposal to Southwest Airlines on most

issues. The next meeting with SWA will be October 17 where Southwest Management will present a counterproposal. There are additional meetings scheduled for November 1-2. Thom has met with the TWU Local 556 Seniority List Integration (SLI) Team and the AirTran Merger Committee on September 28-29 and finalized the Process Agreement with Southwest Airlines. Southwest Airlines has agreed to pay for lost time, hotel costs, and Arbitration expenses as needed for SLI Negotiations. In addition, several additional dates have been scheduled for Negotiations. Further SLI Meetings are scheduled for October 12-14, and 26-27 as well as November 3, 8-10, and 16-17. Thom attended the Texas State Conference Meeting in Dallas on September 30. Special guest speakers were State Representative Marc Veasey and former State Representative Chris Turner who will be running for the new Texas District in the next primary. The next meeting is tentatively scheduled for December 6 in Houston. Thom participated in the Coalition of Flight Attendants Meeting on September 26-27 hosted by the Association of Professional Flight Attendants (APFA) in Dallas. Other Unions participating were the Association of Flight Attendants (AFA), International Association of Machinists (IAM), and United Steel Workers (USW). The Coalition discussed issues concerning the FAA Reauthorization Bill, health, safety, security, and legislative issues that affect Flight Attendants. The next meeting is scheduled for January 23-24 hosted by the AFA. Thom represented TWU Local 556 at the TWU International Executive Council in Dallas on October 3-5. Thom presented to Southwest Airlines New Hire Training Class #253 on October 5 with Treasurer John Parrott, Grievance Chairperson Allyson Parker-Lauck and Grievance Team Member Erich Schwenk. The Union presentation was very well received. The Class 253 Dinner will be held on October 12, and Thom reminded all Executive Board Members that they are encouraged to attend. Class 253 will graduate on October 14. The New Hire presentation for Class 254 will be November 11. Thom did take one issue to Management regarding the uniforms shortages for new classes due to changing vendors. Management is currently seeking a resolution to this problem. Thom will be participating in a panel discussion with Houston Domicile Executive Board Member Crystal Reven and Houston Base Manager Scott Wells for a regional meeting of the National Academy of Arbitrators in Galveston on October 22. The topic will be Southwest Airlines Labor Relations at all Levels. Thom reported that the Office and Grievance Team continue to do a great job representing our Members and have been very helpful with the constant negotiations going on in the Office. Thom continues to have an open door for all Staff, Executive Board, and Members. Recently, Thom took a rumor issue to Management regarding a report of an AirTran Employee bumping a Southwest Airlines Flight Attendant from the fourth jumpseat. There has been no change in the Southwest Airlines jumpseat policy and if the incident occurred, it was not reported to Management. All Members are encouraged to report any variations in Company procedures to ensure that our Company is remaining consistent especially in light of all the change occurring. Thom also approached Management about the numerous complaints Flight Attendants are receiving about not accepting expired coupons. The Inflight Department is currently working with Ground Operations to provide a consistent message to Customers and ease the burden on the Flight Attendants. Thom will be participating in the TWU Live Broadcast on October 11 and has assisted with Union publications through writing articles and assisting with the TWU Local 556 Facebook page. Thom has also conducted weekly Executive Board Conference Calls and a Shop Steward Conference Call. Thom did notify the Executive Board that it seems that the September Unity Update was not distributed in Chicago and Orlando. He is currently working to get it reprinted and distributed.

John Parrott made a **motion** to accept the President's Report. Michael Massoni **seconded** the motion. The motion **carried**.

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

For the Period of July 1–August 31 we had the following:

<i>Vacation Days</i>	62.5
<i>Vacation Converted</i>	1.0
<i>Sick Days</i>	30.0
<i>Appointments</i>	5.0
<i>Other</i>	15.0 (RT/-800)
 <i>Total Days to cover</i>	 108.5
<i>Temporary Staff Days Utilized Total</i>	11.0

Cuyler Thompson made a **motion** to accept the Office Manager's Report. Audrey Stone **seconded** the motion. The motion **carried**.

Mark Torrez submitted his **Officer's Report** as Board Member at Large:

Mark reported that since the last Executive Board Meeting he has attended several Fact-Finding Meetings in Oakland. Most of the meetings have been regarding non-revenue travel and possible sick leave abuse. He has not yet been involved in a meeting regarding perceived attendance issues. He has continued to see Probationary Meetings and attended one with Oakland Domicile Executive Board Member Matt Hettich. Oakland Management has stated that they are being more diligent than ever regarding New Hires behavior while on probation. They are meeting with them frequently to "ensure their success." Several Internal and External New Hires have been let go primarily due to numerous negative evaluations and attendance behavior. He has also written articles for the upcoming Unity Magazine. He has also continued to participate in the weekly scheduled Executive Board Conference Call. He mentioned he is concerned that at the recent Oakland Inflight Customer Service Roundtable, Unaccompanied Minor procedures were discussed and inaccurate information was disseminated to Flight Attendants present. They were told they could sign Unaccompanied Minor's over to any Customer Service Agent as they are all Sweepers and that some stations do not schedule Sweepers.

Don Shipman made a **motion** to accept the Officer's Report. Cuyler Thompson **seconded** the motion. The motion **carried**.

John Dipippa submitted the **Phoenix Base Report**.

John Dipippa made a **motion** to accept the Phoenix Base Report. Donna Keith **seconded** the motion. The motion **did not carry**.

Audrey Stone submitted the **Baltimore Base Report**:

Audrey reports that Fact-Finding Meetings continue to be busy in Baltimore, especially for probationary Flight Attendants. Some of these meetings have resulted in terminations due to negative evaluations and repeated attendance issues, as well as failure to be in base while on reserve. The Baltimore Inflight Office is fully staffed with the addition of another Supervisor II, Scott Burfield, a Inflight Supervisor from Chicago, and Michelle Patt as another Leave Specialist. She's held various positions on the ground at Southwest Airlines. Audrey reports that local Shop Stewards have received numerous communications from her, including on September 20 and October 5, and she also assisted Shop Steward Chair Cuyler Thompson with the hot topics/ talking points for Shop Stewards to utilize while doing lounge mobilizations. Audrey would like to thank her Shop Stewards who have been participating in volunteering their time and helping out by going in early and spending time in the lounge. Audrey met with Base Manager Rachel Derrossett and Assistant Base Manager Anna Boardman-Ward on September 26 to talk about the base. The glass case was updated in September, and

Unity Update was distributed on September 30. The Baltimore E-Connection was sent on September 29, and the base page was updated on October 5. Audrey spent the week of September 19 in the Union Office. During that time, in addition to assisting the Grievance Team as needed, she attended a Uniform Steering Committee meeting and the Southwest Airlines AirTran Integration Forum. Audrey reports she participated in the most recent Executive Board Conference Call, and will be serving on the Grievance Review Committee today. Audrey scheduled the Weekend On-Call program for the month of October.

John Parrott made a **motion** to accept the Baltimore Base Report. Cuyler Thompson **seconded** the motion. The motion **carried**.

Crystal Reven presented the **Houston Base Report**. There was no written report submitted.

Michael Massoni made a **motion** to accept the Houston Base Report. Cuyler Thompson **seconded** the motion. The motion **carried**.

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

Oakland Domicile Executive Board Member Matt Hettich reports that a replacement has not been named for the recently vacated position of Oakland Assistant Base Manager. Despite the warnings of increased meetings related to patterns of absenteeism, few have occurred. An E-Connection was sent out, glass case updated, red rack somewhat organized, base page updated, all publications have been distributed, and a base leadership meeting between Oakland Base Manager John White and Oakland Domicile Executive Board Matt Hettich has been scheduled for October 18. Shop Stewards were contacted via email for the purpose of introducing the new Oakland Domicile Executive Board Member, regarding the Absenteeism Read Before Fly (RBF), and were also encouraged to join the Shop Steward Monthly Conference Call.

John Parrott made a **motion** to accept the Oakland Base Report. Cuyler Thompson **seconded** the motion. The motion **carried**.

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

Donna reports that there have been quite a large number of Fact-Finding and Probationary Meetings in Chicago in the last month, several resulting in termination. There have also been administrative changes in Chicago. There are currently two Supervisors in Initial Training; we also have a new Supervisor II, Cetta Larabee. There is currently one Inflight Supervisor opening in Chicago. Donna has spent time in the lounge, met with Management, communicated with Shop Stewards, updated the base page, and tidied the red rack.

John Parrott made a **motion** to accept the Chicago Base Report. Audrey Stone **seconded** the motion. The motion **carried**.

Bryan Orozco submitted the **Las Vegas Base Report**:

Bryan Orozco reported that he wrote his Unity article. He did three Fact-Finding Meetings, met with Base Manager Randall Miller and conducted two lounge mobilizations. Bryan cleaned the red rack, updated the glass case, updated the base page and sent out an E-Connection. He was on a few of the weekly Executive Board Conferences Calls. Bryan did one of his weeks as Emergency Officer On-Call. Bryan returned calls and emails.

Audrey Stone made a **motion** to accept the Las Vegas Base Report. Cuyler Thompson **seconded** the motion. The motion **carried**.

Crystal Reven left the Meeting at 0905.

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

CISM worked total of 41 incidents for the month of September. This averaged out to about 123 Flight Attendants we spoke to during the month. Below is the breakdown of the calls.

<u><i>Incident Summary For September</i></u>	<u><i>2011</i></u>
<i>Passenger Misconduct</i>	<i>6</i>
<i>Medical Emergency</i>	<i>6</i>
<i>Aircraft Mechanical</i>	<i>3</i>
<i>Bomb Threat</i>	<i>3</i>
<i>Turbulence</i>	<i>2</i>
<i>Terrorist Threat</i>	<i>2</i>
<i>Death of family member</i>	<i>2</i>
<i>Suicide Attempt</i>	<i>2</i>
<i>Other</i>	<i>2</i>
<i>Personal Issue-Flight Attendant</i>	<i>2</i>
<i>Flight Attendant Hospitalization</i>	<i>2</i>
<i>Flight Attendant Injury</i>	<i>2</i>
<i>Flight Attendant Personal Issue</i>	<i>1</i>
<i>Employee Death-Off Duty</i>	<i>1</i>
<i>Lightning Strike</i>	<i>1</i>
<i>Flight Attendant Illness on RON</i>	<i>1</i>
<i>Fire in Cabin</i>	<i>1</i>
<i>Confidential Issue</i>	<i>2</i>

Audrey Stone made a **motion** to accept the CISM Committee Report. Don Shipman **seconded** the motion. The motion **carried**.

Crystal Reven returned to the Meeting at 0912.

Michael Massoni submitted the **Safety Team Report**:

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

Aviation Safety Action Program (ASAP) Reports Under Event Resolution Committee (ERC) Review = 66

<i>ID - Event Date - Status</i>	<i>Summary</i>
<i>304 8/18/2011 Sent to ERC for review</i>	<i>Company safety Policy/Problem Enforcing FARs/FWD Galley not properly secured</i>
<i>305 8/20/2011 Sent to ERC for review</i>	<i>Company Safety Policy/Door procedures</i>
<i>307 8/20/2011 Sent to ERC ✓</i>	<i>Equipment Inspection/Failure to check emergency equipment</i>

	<i>for review</i>		
310	8/27/2011 <i>Sent to ERC for review</i>		<i>Arm/Disarm doors</i>
313	8/29/2011 <i>Sent to ERC for review</i>	✓ ✓	<i>Flight Deck Door Procedures</i>
314	8/28/2011 <i>Sent to ERC for review</i>	✓	<i>OWWE Briefing</i>
315	8/29/2011 <i>Sent to ERC for review</i>	✓	<i>OWWE Briefing</i>
319	8/29/2011 <i>Sent to ERC for review</i>	✓	<i>Arm/Disarm Door/forgot to disarm aft entry door</i>
320	8/27/2011 <i>Sent to ERC for review</i>		<i>Boarding/Failure to comply with boarding procedures</i>
323	8/31/2011 <i>Sent to ERC for review</i>		<i>Pax moving around during taxi</i>
324	8/31/2011 <i>Sent to ERC for review</i>	✓	<i>Arm/disarm Doors/Wheelchair passenger requested assistance/ Did not disarm forward galley.</i>
329	9/5/2011 <i>Sent to ERC for review</i>	✓	<i>Exit Row Briefing/OWWE/Forgot to brief overwing due to trying to secure cabin before pushback and briefed them right after takeoff</i>
333	9/6/2011 <i>Sent to ERC for review</i>		<i>Aft jumpseat would not pop up unassisted</i>
335	9/12/2011 <i>Sent to ERC for review</i>	✓	<i>Not on Assigned Jumpseat For Takeoff</i>
338	9/14/2011 <i>Sent to ERC for review</i>		<i>Arming/Disarming/possible did not disarm galley door</i>
339	9/14/2011 <i>Sent to ERC for review</i>	✓	<i>Exit Row Briefing OWWE Briefing/Failure to brief exit seat customers</i>
340	9/15/2011 <i>Sent to ERC for review</i>	✓	<i>Failure to brief exit rows</i>
341	9/16/2011 <i>Sent to ERC for review</i>		<i>Passenger was very upsetting to another</i>
343	9/20/2011 <i>Sent to ERC for review</i>		<i>Flight Attendant Manual</i>
344	9/16/2011 <i>Sent to ERC for review</i>		<i>Passenger standing in galley</i>
345	9/21/2011 <i>Sent to ERC for review</i>		<i>Arming/Disarming/I failed to crack aft doors before counting through passengers and when knocked on passenger opened door for Provo</i>
346	9/22/2011 <i>Sent to ERC for review</i>		<i>Arming/Disarming Doors</i>
347	9/22/2011 <i>Sent to ERC for review</i>		<i>Oversized Carry on Item/Larger roller bag customers seat was not discovered during walk through</i>

348	9/22/2011	<i>Sent to ERC for review</i>	<i>Exit Row Briefing/OWWE/forgot to brief the exit row passengers</i>
349	9/25/2011	<i>Sent to ERC for review</i>	<i>Exit Row Briefing/ OWWE/failure to brief exit rows</i>
350	9/26/2011	<i>Sent to ERC for review</i>	<i>Problem Enforcing FARs/FAA inspector questioned us</i>
351	9/26/2011	<i>Sent to ERC for review</i>	<i>Ops Agent failed to notify me of a UM and didnt provide specials sheet</i>
352	9/27/2011	<i>Sent to ERC for review</i>	<i>Arm/Disarm Door/I disarmed the fwd galley door before I cross checked fwd entry door</i>
353	8/18/2011	<i>Sent to ERC for review</i>	<i>Security Concerns/A PAX told the B FA twice that she had a bomb in her backpack.</i>
354	9/28/2011	<i>Sent to ERC for review</i>	<i>Boarding/left boarding position</i>
356	9/29/2011	<i>Sent to ERC for review</i>	<i>Child Restaint Device/Failure to move car seat from row in front of OWWE prior to push</i>
357	9/28/2011	<i>Sent to ERC for review</i>	<i>Boarding / Ground Operations / Ops did not ask if we were ready to board and closed door prior to all PAX being seated</i>
358	9/29/2011	<i>Sent to ERC for review</i>	<i>Failed to make a PA regarding aborted landing and fly-around</i>
359	9/29/2011	<i>Sent to ERC for review</i>	<i>Boarding/ I was off the aircraft and returned before scheduled arrival time, boarding began without me in boarding position</i>
360	10/1/2011	<i>Sent to ERC for review</i>	<i>OWWE/Passenger seated in overwing with seat belt extension</i>
362	10/2/2011	<i>Sent to ERC for review</i>	<i>Arm/ Disarm door</i>
363	10/1/2011	<i>Sent to ERC for review</i>	<i>Flight Attendant Binder Violation/ I forgot FA manual and flew 3 legs to (city)</i>
364	9/28/2011	<i>Sent to ERC for review</i>	<i>Maintenance/ Right hand jams between the FWD entry door assist handle and jumpseat when operating the door</i>
365	10/2/2011	<i>Sent to ERC for review</i>	<i>Maintenance/ When operating the FWD Entry door, the right hand jams between the inside assist handle and the jumpseat</i>
366	10/4/2011	<i>Sent to ERC for review</i>	<i>4th jump-seater in uniform assisted me with drink service while the seat belt sign was off since I was not feeling well.</i>
367	9/28/2011	<i>Sent to ERC for review</i>	<i>Failure to Stow Personal Items/ failure to secure hand bag for take off</i>
369	10/6/2011	<i>Sent to ERC for review</i>	<i>Flight Attendant Binder Violation/ Updating manual</i>

370 10/2/2011 Sent to ERC
for review

Slide Deployment/ Forgot to disarm door before opening

ASAP Reports received to date: 370
▪ **Accepted Reports to date** = 304

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

ASHDI Incident Reports received to date:

▪ **Accepted Reports to date (TWU)** =196

Southwest Airlines Event Notification System (ENS) Fielded Events for Period:

- 09/15/11 through 10/10/11 = 97
- Emergencies Declared = 12
- ALL OF 2011 to Date = 1103
- ALL OF 2010 = 1413
- ALL OF 2009 = 1210
- ALL OF 2008 = 940

- The TWU Local 556 Safety Team has been approached by AFA-CWA to partner with them in creating an **AirTran Inflight Aviation Safety Action Program (ASAP)**. This for the purpose of establishing the program with AirTran Flight Attendants in order to make their transition to SWA and TWU that much simpler and to diminish the need to educate and train them in the ASAP process. One stipulation that was made clear to AFA-CWA is that the AirTran Memorandum of Understanding (MOU) and Letter of Understanding (LOU) would have to mirror one another in order for us to agree to the creation of the program. AFA-CWA current practice throughout their carriers is to have the Company pay for the lost time associated with the Union's ERC participants. This would have to be reconciled against our current practice of the Union funding its ERC participants before we could move forward on the matter. TWU Local 556 Safety Coordinator, Michael Massoni has had preliminary talks in the matter with Southwest Airlines Inflight and will be taking the matter up with Vice-President of Cabin Services, Mike Hafner, within the next several weeks.
- TWU Local 556 Safety Coordinator Michael Massoni has had several follow-up meetings with the operational departments concerning the path forward on **the unreasonably hot cabin temperature issue and the associated Article 25 grievance** that was filed. It has been decided that a task force will be formed including Members of TWU Local 556's Safety Team that will sort out the engineering fixes, operational procedures and controls necessary to mitigate the unacceptable working conditions our Flight Attendants endured this summer and ensure required strategies are in place prior to next year's hot weather operations. Until all fixes are in place on the matter (on paper and in practice), our Article 25 grievance will remain in force.
- **Southwest Airlines Maintenance completed the cleaning of the unauthorized markings from aircraft exhaust plugs.** This cleaning targeted only the exhaust plugs on both engines and will include the entire fleet. Other markings on the aircraft (struts, bins, etc.) were also cleaned over the last several weeks. As aircraft were cleaned, Southwest Airlines Maintenance forwarded copies of the completed tail numbers to Corporate Security so an updated list could be maintained. Southwest Airlines has consulted with Federal intelligence agencies and is pursuing this as an internal vandalism issue. This issue is being taken very seriously, and they will continue to work in cooperation with both local and Federal law enforcement agencies.

- During the weekend of September 24 an annual event called “Street Vibrations” was held in Reno. **Reports of violence were associated with the event at, and/or near, the Reno Nugget Crew hotel.** This included a shooting event that took place in the Nugget Casino. At 1600 on Saturday, Nevada public authorities increased security in the vicinity of the Nugget, and required all associated “Street Vibrations” vendors leave the area and relocate to downtown. Additionally, the Nugget increased security in order to ensure the Safety and Security of our Crews. The Street Vibrations event ended on Sunday and was no longer a factor affecting our Reno operations. A joint RBF was issued by Sonya Lacore and Michael Massoni informing all Flight Attendants of the incident, increased security for our crews and emphasized the importance in following normal Remain Overnight (RON) security precautions and to continue exercising the utmost situational awareness in both personal and professional settings.

OPEN DISCUSSION ITEM(S):

- The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)
 - Continued Education & Awareness
- 737-800 LOPA Task Force
 - Second Service Procedure Validation Process
 - Flexibility in Service Procedure Flows after Roll-out
- Extreme Temperature Operations
 - Article 25 Grievance
 - Meeting(s) Overview and Moving Forward
- Symbols on Southwest Airlines Aircraft
- SNPRM (Qualification, Service, and use of Crewmembers and Aircraft Dispatchers; Notice of Proposed Rulemaking)
 - Comment Submission (Attachment)
- Professional Standards Chairperson Interviews
 - Rescheduled to October 11, 2011 in Dallas
- OSHA 300 Reports to DEBM's

SCHEDULED AND STANDING MEETINGS:

- Monday, October 10, 2011 – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- September 30; October 6, 13, 2011 1130hrs–1430hrs CDT – ASAP ERC Meeting(s)
- Thursday & Friday October 13-14, 2011 – International Health and Safety Taskforce Meeting in NYC
- Monday September 19; Monday October 3 and 17, 2011 – Overwater / Close-in International Flying Negotiations
- Monday through Thursday October 24 – October 27, 2011 – 3rd Membership Meetings of 2011
- Monday September 12, 2011 – Extreme Temperature Operations/Gasper Fan Follow-up Meeting
- Tuesday September 27 & Tuesday October 4, 2011 – Executive Board Conference Calls

Qualification, Service, and Use of Crewmembers and Aircraft Dispatchers

September 19, 2011

Docket Management Facility (M-30)

U.S. Department of Transportation

West Building Ground Floor, Room W12-140

1200 New Jersey Avenue, SE

Washington, DC 20590-0001

Re: *Qualification, Service, and use of Crewmembers and Aircraft Dispatchers;
Notice of Proposed Rulemaking
Docket Number FAA – 2008-0677 Notice No. 08-07*

Dear Sir or Madam:

On behalf of the 140,000 active members of Transport Workers Union of America, AFL-CIO (TWU) and especially the nearly 10,500 Flight Attendants at Southwest Airlines and Allegiant Air; 250 pilot instructors at American Airlines, American Eagle Airlines, Southwest Airlines and US Airways; 150 flight simulator engineers at American Airlines, Continental Airlines and US Airways; and over 1,000 Aircraft Dispatchers at Airtran Airways, Alaska Airlines, American Airlines, American Eagle Airlines, Air Wisconsin, Atlantic Southeast Airlines, Chautauqua, Continental Airlines, Express Jet Airlines, Executive Airlines, Frontier Airlines, Hawaiian Airlines, Horizon Air Industries, Island Air, Mesaba, Pinnacle, PSA Airlines, Republic Airways, Ryan International, Southwest Airlines, Shuttle America, Spirit Airlines, Sun Country, US Airways, UPS, and World Airways; we thank you for the opportunity to provide comments on the Supplementary Notice of Proposed Rulemaking “Qualification, Service, and Use of Crewmembers and Aircraft Dispatchers,” released and published on May 20, 2011 by the FAA which will directly affect our members.

Before commenting on any portion of the SNPRM, please let it be understood that the TWU clearly with the numeration of all of the air carriers above, represents a great deal of aviation professionals. Therefore, we would request to be a part of any future Aviation Rulemaking Committees (ARCs) that are created in respect to Aircraft Dispatchers or Flight Attendants. Furthermore, we would like to open the door to extending our involvement with any future ARCs that concern our concentration of other airline professionals as well; Airline Mechanics, Operations Agents, Pilot Instructors, Flight Simulator Engineers, and Fleet Ramp Service Professionals.

As a representative of professionals who understand and respect the need for aviation safety, we broadly support the need to enhance, reorganize, and revise the affected training programs. For the flight attendants, pilot instructors, flight simulation engineers, and flight dispatchers of the TWU, maintaining the highest possible level of safety is top priority. We are pleased to see the FAA’s endeavor to improve safety through stronger training programs and operation protocols, and we are grateful for the opportunity to comment on the proposed rule.

Many of the opinions we express in our comments are informed not only as a result of our members’ tireless advocacy for safety, but as a reaction to FAA Administrator J. Randolph Babbitt’s vision of a “single level of safety” across the aviation industry. Administrator Babbitt has written on this topic at length, but we were left with the strongest impression of the importance of a single level of safety when he addressed a conference of TWU members in April 2011. The SNPRM goes a long way in improving safety, and for the most part, does so in a consistent manner. Many of our critical comments below come as a result of our desire to achieve such consistency throughout the rulemaking.

Pilot (and Flight Engineer) Instructors / Ground Instructors

§ 121.1281 Instructor (Academic and Job Performance): Training, evaluation, and recent experience. We support the FAA’s efforts to ensure that pilot and flight engineer instructors are well-qualified and highly-trained. In fact, to realize those goals, we call for the creation of a certification program for ground instructors, which will help to ensure consistency across the industry and move one step closer to achieving a single level of safety.

§ 119.65 Management and technical personnel required for operations conducted under part 121 of this

chapter. Additionally, we propose including ground instructors in the FAA's required operations personnel.

§ 121.1345 Training program: Mandatory use of flight simulation training devices. We are of the belief that FSTDs must be highly-realistic, with the accurate look, feel, and functionality of the flight deck environment. FSTDs below Level 6 greatly compromises the ability of the ground instructors to adequately prepare pilots for various situations they may encounter in a real flight situation. This may open the door to situations that could alter the safety of passengers.

§ 121.1335 Training program: Curriculum category programmed hours. Regarding academic training in "a training environment other than a classroom"¹ (or distance learning), based on the experience of TWU ground instructors, current standards cannot guarantee that trainees get the most out of the distance learning experience. To begin with, the term "distance learning" is not defined by the FAA so much as the FAA stipulates what is not included in the definition: training that takes place outside of the classroom. For our purposes, we assume this will indicate online, or e-learning. E-learning, when done well, can be a useful tool. Currently, however there is no requirement that trainees be able to interact with their instructor. By requiring that e-learning take place as a synchronous class— giving the trainees an opportunity to pose questions to the instructor and to discuss personal experience with the other trainees— will ensure that the e-learning is as constructive as possible. Furthermore, there must be a way to positively identify each training participant. Otherwise, there is no way to be sure that the individuals taking the course are in fact those responsible for learning the material.

Flight Dispatchers

§ 121.126 Flight following system. Contrary to what is proposed in the SPRM we believe that requiring dispatch certificates for supplemental operations will greatly improve safety. Any creation of separate rules for supplemental operations deviates from the FAA's stated goal of achieving a single level of safety. To allow for maximum operational control and consistent safety rules, we advocate applying the existing requirements for Domestic or Flag to supplemental operations as well.

Dispatch Resource Management. We recommend that the protocols in Advisory Circular 121-32A incorporating DRM with operational control and other functions of the carrier, be given regulatory force. As is often the case, industry best practices cannot be counted on in every instance, and in order to maintain a single level of safety, all carriers must adhere to the most constructive DRM protocols.

Appendix T – Aircraft Dispatcher Qualification Performance Standards. We agree with the FAA's finding that "there is a need to be able to assess and evaluate a dispatcher's knowledge as well as the dispatcher's ability to apply that knowledge with direct instructor-student interaction in the areas designated in the dispatcher QPS."² Again we urge that distance learning for dispatchers, while blatantly inappropriate for some subjects, is wholly unnecessary for the rest. Due to the existence of Systems Operations Control Centers where dispatchers work, the convenience of distance learning is irrelevant. Allowing up to 50 percent distance learning for a group that can easily conduct most trainings in the more-effective classroom setting, is unnecessary and invites an element of safety reduction.

§ 121.134 Preparation of manuals. We fully support the FAA's intent to require carriers to prepare an Aircraft Dispatcher Procedures Manual (ADPM). Though some choose to do so presently, others do not, and regulation will help to guarantee that there is no ambiguity as to which manual's provisions dispatchers are to adhere to. Similarly, we agree that inclusion of the subjects listed in § 121.540 Manual

¹ 14 CFR Parts 65, 119, 121, 135, 142 page 81

² 14 CFR Parts 65, 119, 121, 135, 142 page 83

procedures requirements is critical.

§ 121.1411 Aircraft dispatcher: Employment and certificate. As stated in our response to the original NPRM, “we do not support contract dispatching because we believe it creates security issues ... inconsistent with the objective of the NPRM.”³ We were disappointed to see that it was not removed in the SNPRM, especially considering that TWU represents nearly 85% of all US dispatchers, and speaks with considerable authority on the matter. TWU Locals 550 and 542 have submitted responses listing myriad reasons that contract dispatching not only could possibly hinder safety, but that it absolutely will.

One of the most glaring issues at hand is that contract dispatchers may well be assigned to dispatch for multiple airlines. As Local 550 states, this would place “unachievable requirements”⁴ on the dispatchers, demanding that they be knowledgeable on several models of aircraft, operation manuals, company protocols, and corporate cultures, in addition to daily changes via read before dispatch notices, policy changes, and training notices. The contract dispatcher would be hard-pressed to participate effectively in DRM, as the resource management philosophy is so deeply engrained in the team concept and the dispatcher would be a vendor, rather than a fully invested member of the company’s team. In addition, allowing for dispatch to work from a location other than a carrier’s Systems Operations Control Center would interfere with the excellent communicative abilities of the departments stationed there (often flight operations, scheduling, maintenance, dispatch, meteorology, and management). Furthermore, we view it as very bad practice to allow half of the safety critical dispatch-PIC relationship to be contracted out, as contracts are all too often rewarded to the lowest bidder.

Flight Simulator Engineers

The SNPRM makes no effort to establish qualifications and training requirements for the engineers who repair and maintain the FSTDs that ground instructors and pilots rely on for training. We recommend the creation of such a rulemaking.

Flight Attendants

Check Flight Attendant supervision—

§ 121.1301 Flight attendant: Training and evaluation

§ 121.1303 Flight attendant: Continuing qualification

§ 121.1305 Flight attendant: Aircraft operating experience

§ 121.1309 Flight attendant: Requalification

We reiterate our support for the necessity of check flight attendants. In order to provide the utmost in operational safety and oversight, the supervision of a check flight attendant is essential— not only for initial training, but also for all transition, recurrent, and requalification training.

§ 121.1209 English language requirement. We applaud the FAA’s efforts to ensure that crewmembers are proficient in the English language, though we find the verification methods outlined in the SNPRM to be insufficient. Ensuring compliance by “completion of a certificate holder’s approved training program conducted solely in English,”⁵ does not in any way guarantee the objective, that the trainee can “(1) Read, write, speak, and understand the English language”⁶ and “(2) Have his or her English language and verbal and written communications understood.”⁷

³ August 10, 2009 comments on Docket Number FAA – 2008-0677 Notice No. 08-07 from the Transport Workers Union of America, AFL-CIO

⁴ September 19, 2011 comments on Docket Number FAA – 2008-0677 Notice No. 08-07A from Transport Workers Union Local 550

⁵ 14 CFR Parts 65, 119, 121, 135, 142 page 272

⁶ Ibid.

⁷ Ibid.

In some cases, completion of a training program may satisfy the requirement that the trainee understand English, but cannot prove whether s/he can read, write, or speak, or that the trainee's English communication is understood.

We encourage the FAA to find an alternative verification of English language proficiency, and for this verification to be made prior to the crewmember's enrollment in English-language training courses. Allowing a carrier to conduct trainings without knowledge that the trainees understand the language it is presented in is irresponsible, especially considering the safety implications involved in all aspects of aviation training. To go further and take completion of such a training as proof that the trainee can communicate in English is dangerous, and could lead to a breakdown in CRM or miscommunications in a crisis environment.

Industry Fatigue and Safety

In recent years it has become painfully clear how important it is for all aviation professionals to be alert and well-rested when on duty. We applaud the efforts of the FAA to promulgate and enforce fatigue rules for pilots. Furthermore, we encourage that rules be written for those work groups currently without duty-time regulations, and that existing rules be revised to account for fatigue science.

In closing, let us reiterate our gratitude for the opportunity to comment on this matter. When enacted, taking the expertise and insight of our members into consideration, these rules will enhance operations and training programs and serve as a step in the right direction for consistency, transparency and standardization.

Audrey Stone made a **motion** to accept the Safety Committee Report. Cuyler Thompson **seconded** the motion. The motion **carried**.

Cuyler Thompson submitted the **Communications Committee Report** for Chair Kyle Whiteley:

Since my last report, we have continued our efforts to educate the Membership about Seniority List Integration, Overwater Negotiations, and our Union's Project Redesign Membership Assembly. Work on Unity continues, and I hope to have the issue out to the Editorial Team by the end of the week. The next national content for the bulletin board will need to be printed locally with our focus being placed on the Membership survey. I will send a link once more information is available. I am currently on a leave of absence through December 6 due to a medical procedure. Amanda Gauger, Justin Whittington, and Erich Schwenk have all stepped up to help keep our communications flowing. Over the past month, we sent the following E-Connections: Orlando, September 2; Phoenix, September 27; and Baltimore, September 28.

Audrey Stone made a **motion** to accept the Communications Committee Report. Cuyler Thompson **seconded** the motion. The motion **carried**.

Audrey Stone submitted the **Education Committee Report**:

Audrey reports that Erich Schwenk will be working with her this week to film additional Contract Live videos while Kyle Whiteley is out. She replaced Contract Resource Guidesheets that were out in Baltimore, and has not received feedback about any other bases needing additional copies.

Cuyler Thompson made a **motion** to accept the Education Committee Report. John Parrott **seconded** the motion. The motion **carried**.

Cuyler Thompson submitted the **Shop Steward Committee Report**:

Cuyler Thompson reported he had facilitated the first Monthly Shop Steward Conference Call as agreed upon by the Executive Board. The Conference Call was held on September 26 at noon and lasted for one hour. There were approximately forty Shop Stewards present on the Call. Cuyler reported that he sent a Synopsis of the Call to all Shop Stewards the following week. He also sent them a list of "Talking Points" which could be used during the Shop Stewards' increased presence in the Flight Attendant lounges in an effort to further educate our Members. Cuyler reminded the Domicile Executive Board Members (DEBMs) that they would be conducting the Shop Steward Recurrent Training Sessions immediately following the Membership Meeting in their bases. Cuyler asked that all DEBMs email a personal invitation to their Shop Stewards as a reminder about the Training Session. Cuyler Thompson reported that the Union would be buying lunch for the Shop Stewards. Cuyler reported that he continued to publish the monthly four-page Shop Steward Connection.

The Executive Board **agreed** that the Monthly Shop Steward/Conference Call (MSS/CC) would be held on the sixth of each month.

Don Shipman made a **motion** to accept the Shop Steward Committee Report. Mark Torrez **seconded** the motion. The motion **carried**.

The Executive Board **agreed** that the TWU Local 556 Executive Board Strategic Planning Retreat would be held at the Renaissance Hotel in Dallas, Texas.

Mark Torrez submitted the **Survey Committee Report**:

The focus of the 2011 Membership Survey is Local 556 Services. The Annual Membership Survey is unlike other surveys done by the Union. Many surveys gather information for strategic use by various Committees or the Executive Board. However, this particular survey was commissioned by the Membership. It is a result of a motion made by a Member in a Membership Meeting. Part of that motion states that the results must be published to the Membership as well. Due to the sensitive nature of the information gathered in Union Surveys, and the fact that we publish the information from this particular survey for everyone to see, certain topics must be avoided. Recent survey topics have included Line Building and Uniforms. The current Survey will run from Monday, October 31, 2011 to Friday, November 18, 2011. Results will be published shortly thereafter. This particular survey is twenty questions and has been particularly challenging for me to write. I hope to gather some information that will be useful to the Executive Board as well as gauge knowledge of what we do by our Members. This year's Survey looks slightly more quizzical in some parts where depending on the way the Member answers, they will be given further questions. The Executive Board will be asked for feedback later in this Meeting.

Cuyler Thompson made a **motion** to accept the Survey Committee Report. Don Shipman **seconded** the motion. The motion **carried**.

There was discussion regarding the **Cabin Services Committee**. John Dipippa **agreed** to find out whom Flight Attendants should contact regarding Provisioning issues and report back to the Board by the end of the Executive Board Meeting.

The Board took a break at 0956 and reconvened at 1015.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Don Shipman, Audrey Stone, Bryan Orozco, Crystal Reven, Matt Hettich, Donna Keith and John DiPippa.

Stacy Martin and Jimmy West were excused for vacation.

Karen Amos was excused.

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

Cuyler Thompson submitted the **June 2011 Executive Board Meeting Minutes** and **Synopsis** for review.

The Board reviewed and made corrections to the Minutes and Synopsis.

Audrey Stone made a **motion** to approve the June 2011 Executive Board Meeting Minutes. John Parrott **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to approve the June 2011 Executive Board Meeting Synopsis. John Parrott **seconded** the motion. The motion **carried**.

Cuyler Thompson submitted the **July 2011 Executive Board Meeting Minutes** for review.

The Board reviewed and made corrections to the Minutes.

The Board went to lunch at 1158 and reconvened at 1345.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Don Shipman, Audrey Stone, Bryan Orozco, Crystal Reven, Matt Hettich, Donna Keith, Karen Amos and John DiPippa.

Stacy Martin and Jimmy West were excused for vacation.

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

Cuyler Thompson submitted the **September 2011 Executive Board Meeting Minutes** for review.

The Board reviewed and made corrections to the Minutes.

Cuyler Thompson submitted **October 6, 2011 Conference Call Minutes** for review.

The Board reviewed and made corrections to the Minutes.

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

Thom McDaniel left the Meeting at 1458.

Michael Massoni chaired the Meeting.

Thom McDaniel returned to the Meeting at 1501.

The Board took a break at 1516 and reconvened at 1536.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Don Shipman, Audrey Stone, Bryan Orozco, Crystal Reven, Matt Hettich, Donna Keith, Karen Amos and John DiPippa.

Stacy Martin and Jimmy West were excused for vacation.

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

Don Shipman made a **motion** to excuse Cuyler Thompson that afternoon for personal reasons. Mark Torrez **seconded** the motion. The motion **carried**.

Cuyler Thompson submitted a report from Member Val Lorien, who had attended the AFL-CIO's Next Up Young Worker Summit, on behalf of Local 556.

Val Lorien attended the AFL-CIO's Next Up Young Worker Summit from September 29 - October 2, which was attended by 800 young workers from across the country. The Summit opened up with comments from AFL-CIO Secretary-Treasurer Liz Shuler and U.S. Labor Secretary Hilda Solis. Every day during the Summit, workshops were organized and led by young worker participants and afterwards everyone came together for a Town Hall to discuss ways to keep the spotlight on the important issues at hand. One of the workshops was the "America Wants to Work" Town Hall, which outlined the AFL-CIO's six-point action plan to put America back to work. Participants built on those plans and brainstormed more ways to take action in their own communities. Several participants highlighted projects and coalitions that connect different groups and organizations and help build a broader social movement. One participant used the example of a green housing project in Boston that engages workers, residents and community members. Another participant discussed the ways the labor movement and the sustainable food movement are working together to transform the food service industry. Advocating for less processed foods and more sustainable produce can create the demand for more jobs involved in preparing real, healthy meals. The conference called for participants to continue fighting for widespread change. On the last day, AFL-CIO President Richard Trumka visited the Young Worker Summit. He capped off a successful weekend with an inspiring speech that called for young people to use their "critical imagination," their ability to look at problems and come up with new and different solutions. He told the crowd, "America needs a good dose of critical imagination right about now. We need ideas and energy. We need enthusiasm, optimism, that sense that everything is possible.... You are the future of this movement, and all of us—all of America's working people—need and your critical imagination in a big way." He also encouraged attendees to take the next step and follow up their participation in the summit by taking on concrete leadership positions when they get back to their local unions and organizations: "Each of us needs to provide leadership—forceful, ground-level leadership. We need to challenge ourselves and push each other to take risks, and that means to risk failure. We need to create strategic plans, put them into action and hold ourselves and each other accountable, so we actually carry through, and build our plans to the next level.... Together we are the most powerful progressive force on the face of the earth." Val wants to remind all TWU Local 556 Members that this week is the AFL-CIO's "America Wants to Work Week." It's an initiative that will bring working people together in hundreds of events through October 16 to demand action from Congress to promote a real jobs creation agenda. Val posted a Facebook link [as well as send an email to the Executive Board] with information to find an "America Wants to Work" action near you. To give an example of what one of these events look like, yesterday in Raleigh, N.C., worker activists lit hundreds of luminaries to highlight the state's 1.2 million jobless and low wage workers who need good jobs. Later in the week,

they will hold accountability actions at the home offices of Rep. Renne Ellmers (R) and Rep. Sue Myrick (R) who campaigned on promises to create jobs, but instead are playing political games and not focusing on jobs legislation.

The Board conducted a Roll Call to establish Board Members' compliance with **TWU Local 556 Bylaw Article VII (g)** for the third quarter of 2011:

Thom McDaniel		excused
Michael Massoni	flew PS38	dated September 23
Stacy Martin	flew HD90	dated September 19
John Parrott	flew HE21	dated August 20
Cuyler Thompson	flew OF19	dated September 26
Mark Torrez	flew OB10	dated August 5
Don Shipman	flew MI20	dated July 30
John DiPippa	flew PI03	dated September 22
Audrey Stone	flew BA51	dated August 11
Crystal Reven	flew HA86	dated August 5
Karen Amos	flew DS03	dated September 30
Jimmy West	flew FD48	dated August 31
Donna Keith	flew MF75	dated September 6
Matt Hettich	flew OS11	dated September 4
Bryan Orozco	flew LF89	dated September 21

The Board participated in the **Domicile Executive Board Member Discussion**. The recent Mandatory Absenteeism Meetings were discussed.

Crystal Reven **agreed** to write the Real Story for the October 2011 Shop Steward Connection regarding a recent Mandatory Absenteeism Meetings conducted in her base.

Thom McDaniel left the Meeting at 1613.

Michael Massoni chaired the Meeting.

There was more discussion regarding Mandatory Absenteeism Meetings.

Cuyler Thompson was excused at 1629 for personal reasons.

Audrey Stone recorded the Minutes of the Meeting.

Thom McDaniel returned to the Meeting at 1631.

John Parrott made a **motion** to donate \$500 to Flight Attendant Dana Sorrells' fundraiser. Don Shipman **seconded** the motion. The motion **carried**.

Michael Massoni made a **motion** to donate to the Distinguished Humanitarian Award Dinner Honoring Mark Richards through a Bronze Sponsor. John Parrott **seconded** the motion. The motion **carried**.

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

Don Shipman made a **motion** to excuse Karen Amos from the Executive Board Meeting this morning. John

Parrott **seconded** the motion. The motion **carried**.

Don Shipman made a **motion** to recess. Michael Massoni **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1647.

Wednesday

October 12, 2011

Michael Massoni called the Meeting to order at 0900.

Executive Board Members present were Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Don Shipman, Audrey Stone, Bryan Orozco, Crystal Reven, Matt Hettich, Donna Keith, Karen Amos and John DiPippa.

Thom McDaniel was excused to participate in the Seniority List Integration Negotiations between the TWU Local 556 and the Association of Flight Attendants (AFA) Council 57.

Jimmy West and Stacy Martin were excused for vacation.

Grievance Chair Allyson Parker-Lauck was a guest at the Meeting and presented the **Grievance Committee Report**. There was no written report submitted.

John Dipippa made a **motion** to proceed on a Grievance per the Grievance Review Committee. Crystal Reven **seconded** the motion. The motion **carried**.

John Dipippa made a **motion** not to proceed on two Grievances per the Grievance Review Committee. John Parrott **seconded** the motion. The motion **carried**.

John Parrott made a **motion** not to proceed on a Grievance. Audrey Stone **seconded** the motion. The motion **carried**.

Don Shipman made a **motion** to proceed on a Grievance. John Dipippa **seconded** the motion. The motion **carried**.

Don Shipman made a **motion** to approve the LOU "Reserve Notification of Removing Self Assignment." Mark Torrez **seconded** the motion. The motion **carried**.

The Executive Board **agreed** to excuse John Parrott from the Meeting while the Southwest Airlines Inflight Management Representatives were present so that he could prepare for the TWU Local 556 Executive Board Budgetary discussions, scheduled for later in the Meeting.

The Board took a break at 0954 and reconvened at 1000.

Executive Board Members present were Michael Massoni, Cuyler Thompson, Mark Torrez, Don Shipman, Audrey Stone, Bryan Orozco, Crystal Reven, Matt Hettich, Donna Keith, Karen Amos and John DiPippa.

Thom McDaniel was excused to participate in the Seniority List Integration Negotiations between the TWU Local 556 and the Association of Flight Attendants (AFA) Council 57.

John Parrott was excused for Union Business.

Jimmy West and Stacy Martin were excused for vacation.

Allyson Parker-Lauck was a guest at the Meeting.

Southwest Airlines Inflight Management Representatives Mike Mankin and Brendan Conlon were guests at the Meeting.

Mike Mankin discussed the ongoing problems with following established boarding procedures. He reported that Ground Operations Management had agreed to hold individual Stations and Ground Employees responsible for not following Unaccompanied Minor and/or boarding procedures. He went on to say that Inflight Audits would now include whether or not Flight Attendants were in their proper boarding positions when boarding began for a flight. Mike Mankin said that Inflight Managers and Assistant Base Managers would meet with the leadership at our outstations to ensure that proper boarding procedures were being followed. He agreed to find out whether or not the boarding public address (PA), "Prepare for Boarding," made by the "A" Flight Attendant, was to be included during the Inflight Audit of Flight Attendants. Michael Massoni requested that Management remind Flight Attendants that the PA is required. Mike Mankin reported that there were no plans to allow Southwest Airlines Employees to bring pets on flights free of charge. Mike Mankin noted that Inflight Base Management would not be setting up mandatory meetings with Flight Attendants on weekends, but said that Flight Attendants may be contacted on weekends to set up meetings for the following week and that a Company Convenience bar may be placed on the Flight Attendants' Crew Web Access (CWA) screens. The Board discussed the fact that the Union Office was closed on the weekend and that Inflight Management calling Flight Attendants on the weekends to set up mandatory meetings was not a good idea. The Board discussed the fact that former AirTran Employees, who were now Southwest Airlines Employees, were conducting Flight Attendant interviews and wearing their AirTran badges prominently. Brendan Conlon submitted copies of Management's Sick Leave and Productivity Review. There was discussion. Brendan noted that a discussion regarding sick leave would be included in next year's Flight Attendant Recurrent Training program. Crystal Reven asked if Flight Attendants' use of the Family Medical Leave Act (FMLA) would be included in the Mandatory Absenteeism Meetings being conducted between Management and Flight Attendants who had exhibited patterns and/or perceptions of poor attendance. Mike Mankin confirmed that within the rules of the FMLA, a Flight Attendant may be called in for a Mandatory Absenteeism Meeting regarding FMLA. Audrey Stone again discussed the fact that Inflight Scheduling continued to apply Collective Bargaining Agreement (CBA) Article 10.9.I. incorrectly. Audrey reported that she and Contract and Leave Coordinator Denny Sebesta discussed with Shanna Lamb from Inflight Scheduling to try and resolve the issue, but that it continued to be a problem. Karen Amos discussed problems with Open Time in regards to breaking a pairing that carried over into a new month. John Dipippa discussed a specific incident with a Customer of Size (COS). Donna Keith inquired as to what was creating the ongoing problems with the Flight Attendant Information Sheets being incorrect and when it would be fixed. Brendan Conlon agreed to look into the issue. Mark Torrez noted that the newest training class of Flight Attendants had been instructed to bring Halloween costumes to training class and that this may conflict with an individual's beliefs. Mark Torrez discussed the fact that Flight Attendants were being given incorrect information by Base Management regarding Unaccompanied Minor Procedures. Donna Keith asked if Southwest Airlines could offer a "trade-in" for old drink coupons. Brendan Conlon stated, "We can ask." He went on to say that the Southwest Airlines Communications Department was working on something to include in

the onboard Spirit Magazine that would assist the Flight Attendants in enforcing the new drink coupon strategy.

The Management Representatives left the Meeting at 1055.

Grievance Team Member Catherine Rea entered the Meeting at 1100 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1125 to discuss the merits of the Grievance.

There was discussion.

Catherine Rea and the Grievant were excused at 1132.

John Parrott made a **motion** not to proceed on a Grievance. John Dipippa **seconded** the motion. The motion **carried**.

The Board **agreed** that Allyson Parker-Lauck would continue to seek a settlement to a Grievance that would be acceptable for all Flight Attendants listed in the Grievance.

Allyson Parker-Lauck was excused at 1140.

Don Shipman made a **motion** to approve the Grievance Committee Report. Audrey Stone **seconded** the motion. The motion **carried**.

Don Shipman submitted the **Scheduling Committee Report** for Chair Lisa Trafton:

Don Shipman and Lisa Trafton report Line writing for November was extremely difficult, due to the Thanksgiving holiday. We had several Committee Members continue to come in one day early to begin writing, spending a total of twelve hours on their bases over a two day period. The Line Writers for November were: Valarie Daniel, Shelley Taylor, Kelli Kockler, Rebekah Knox, Don Shipman, Lisa Trafton, Sheri Tyler, and Doreen Argyropoulos-Ricker. The Committee on average wrote 71.74% pure lines (lines starting on the same day each week containing pairings of the same length); maintained 37.68% of the lines with all weekends off, and the lines containing 3-on/off or 48-hour breaks did not exceed 16.42%. In total, the committee wrote 2,187 lines averaging 93.65 TFP and 13.34 workdays. The Scheduling Committee continues to have productive monthly meetings with Inflight Crew Planning.

Cuyler Thompson made a **motion** to accept the Scheduling Committee Report. John Parrott **seconded** the motion. The motion **carried**.

Cuyler Thompson submitted the **Professional Standards Committee Report**:

<i>Total Calls in September</i>	<i>17</i>
<i>Total Discussions with coworkers</i>	<i>17</i>
<i>Total Calls not within scope</i>	<i>6</i>
<i>Total Cases Worked for September</i>	<i>11</i>
<i>Plus Carryover Cases from August</i>	<i>3</i>
<i>Total Cases Worked and Closed</i>	<i>14</i>

Cuyler Thompson made a **motion** to accept the Professional Standards Committee Report. Don Shipman **seconded** the motion. The motion **carried**.

Michael Massoni reported that Flight Attendant Kurt Beggs had been selected as the new Chair of the joint TWU Local 556/Southwest Airlines Professional Standards Committee.

There was discussion regarding a Shop Steward's performance.

Michael Broadhead and new Professional Standards Chair Kurt Beggs entered the Meeting at 1150.

The Board congratulated Kurt Beggs on his new position and thanked him for his service.

Michael Broadhead and Kurt Beggs were excused at 1202.

Audrey Stone made a **motion** to concur with Southwest Airlines regarding the selection of Kurt Beggs as the new Professional Standards Committee Chair. Don Shipman **seconded** the motion. The motion **carried**.

The Board went to lunch at 1206 and reconvened at 1400.

Executive Board Members present were Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Don Shipman, Audrey Stone, Bryan Orozco, Crystal Reven, Matt Hettich, Donna Keith, Karen Amos and John DiPippa.

Thom McDaniel was excused to participate in the Seniority List Integration Negotiations between the TWU Local 556 and the Association of Flight Attendants (AFA) Council 57.

Jimmy West and Stacy Martin were excused for vacation.

Karen Amos presented the **Dallas Base Report**. There was no written report submitted.

John Parrott made a **motion** to accept the Dallas Base Report. Audrey Stone **seconded** the motion. The motion **carried**.

John Parrott submitted information necessary to begin the **TWU Local 556 Budgetary Discussions** for fiscal year 2011-2012.

Don Shipman made a **motion** to table the TWU Local 556 Budgetary Discussions until after November's Strategic Planning Camp. Mark Torrez **seconded** the motion. The motion **carried**.

John Parrott requested that all Committee Chairs have their Budget proposals submitted by October 27, 2011.

Don Shipman submitted his **Officer's Report as Board Member at Large**:

Don attended Near International and Overwater Negotiations on September 19 and 26, and October 6 along with fellow Negotiators Val Lorient, Michael Massoni, Thom McDaniel, and Denny Sebesta. Don continues to work closely with Negotiators Val Lorient and Denny Sebesta extensively researching international operations and the practices of several airlines on behalf of the Negotiating Team. Both Union and Management teams continue to make progress and further negotiation dates are scheduled. Don assisted the Scheduling Committee by writing lines on September 28 and 29. Don attended the monthly 737-800 Subcommittee Meeting with Allyson Parker-Lauck and Denny Sebesta, and members of Management. We discussed ongoing issues and concerns with the rollout of the Boeing 737-800

where Management summarized the required changes being made to the software program used by the Scheduling Committee necessary for writing lines containing 737-800 pairings and "D" position lines.

John Parrott made a **motion** to accept the Officer's Report. Karen Amos **seconded** the motion. The motion **carried**.

Crystal Reven presented the **Uniform Committee Report**. There was no written report submitted.

Cuyler Thompson made a **motion** to approve the Uniform Committee Report. Mark Torrez **seconded** the motion. The motion **carried**.

Thom McDaniel and the AFA Council 57 Representatives entered the Meeting at 1445. The Executive Board and Council 57 Representatives introduced themselves.

Thom McDaniel and the AFA Council 57 Representatives were excused at 1452.

The Board discussed TWU Local 556's annual participation in the U.S. Marine Corps Toys for Tots Drive.

Thom McDaniel and the TWU Local 556 SLI Team entered the Meeting at 1500. The Executive Board and the TWU Local 556 SLI Team introduced themselves.

The Board took a break at 1506 and reconvened at 1640.

Executive Board Members present were Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Don Shipman, Audrey Stone, Bryan Orozco, Crystal Reven, Matt Hettich, Donna Keith, Karen Amos and John DiPippa.

Thom McDaniel was excused to participate in the Seniority List Integration Negotiations between the TWU Local 556 and the Association of Flight Attendants (AFA) Council 57.

Jimmy West and Stacy Martin were excused for vacation.

Cuyler Thompson submitted **October 6, 2011 Conference Call Minutes** and **Synopsis** for review.

The Board reviewed and made corrections to the Minutes and Synopsis.

Audrey Stone made a **motion** to approve the October 6, 2011 Conference Call Minutes. Karen Amos **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to approve the October 6, 2011 Conference Call Synopsis. Donna Keith **seconded** the motion. The motion **carried**.

Michael Massoni left the Meeting at 1700.

John Parrott chaired the Meeting.

Cuyler Thompson submitted the **September 2011 Executive Board Meeting Minutes** and **Synopsis** for review.

Audrey Stone made a **motion** to approve the September 2011 Executive Board Meeting Minutes. Don Shipman **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to approve the September 2011 Executive Board Meeting Synopsis. Don Shipman **seconded** the motion. The motion **carried**.

Don Shipman made a **motion** to recess. Mark Torrez **seconded** the motion. The motion **carried**.

John Parrott recessed the Meeting at 1739.

Thursday

October 13, 2011

Michael Massoni called the Meeting to order at 0905.

Executive Board Members present were Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Audrey Stone, Bryan Orozco, Crystal Reven, Matt Hettich, Donna Keith and John DiPippa.

Thom McDaniel was excused to participate in the Seniority List Integration Negotiations between the TWU Local 556 and the Association of Flight Attendants (AFA) Council 57.

Jimmy West and Stacy Martin were excused for vacation.

Karen Amos was absent.

Don Shipman was absent.

Mark Torrez submitted copies of a draft of the **2011 Annual TWU 556 Membership Survey** for review.

The Board made corrections and changes to the Survey draft.

Donna Keith made a **motion** to excuse John Dipippa at 1030 to catch a flight home. Matt Hettich **seconded** the motion. The motion **carried**.

Don Shipman entered the Meeting at 0919.

The Board **agreed** to the changes made to the 2011 Annual TWU 556 Membership Survey. Mark Torrez reported that the Survey would be conducted on the TWU Local 556 Web site between October 31 and November 18, 2011. He reported that the Survey results would be published on the Web site shortly thereafter.

Cuyler Thompson submitted the **Health Committee Report** for Chair Michele Moore:

ASAP:

In September I attended four ERC Meetings and also an ERC Risk Matrix training class. We currently have 375 ASAP reports filed and we continue to see trends in the following areas: arming/disarming doors, Flight Attendants not briefing the OWWE prior to the front door being closed, and Ground Operations boarding without all Flight Attendants in their boarding positions as well as them closing the door prior to the cabin being secured. We have had several conference calls with Flight Attendants

during our ERC meetings to gather additional information from Flight Attendants. I also attended a three-day airline ASAP InfoShare meeting held in Dallas. The purpose of the meeting is to bring all the airline ASAP groups together in a group to share best practices, and to gather information on how to make your particular ASAP more productive and cohesive.

ENS Follow-ups:

ENS emails seem to be increasing lately, or at least be coming in more consistently. In the past, whereas there were always quite a few, it seemed that at times there were a lot, and at other times the flow was slow. They are coming in at a very consistent pace. We continue to have smoke fumes in the cabin, have had several bird strikes and several Flight Attendant sickness or injury ones. The most unique was a passenger exiting the aircraft through the provisioning door then running across the ramp and jumping the fence.

Chicago Safety Fair:

The Chicago Safety Fair was a huge success. The prizes donated by the International and the ones funded by TWU Local 556 were a hit. The Inflight Craps game was well received and at all times we had a line waiting to play – even in the rain.

Articles/Research:

I wrote an article on the water tank testing for Unity and did some research on Tuberculosis as there have been many cases reported in Ennis, Texas and also on the bacteria outbreak associated with cantaloupe.

Health and Safety Committee:

During my monthly Health and Safety Meeting we discussed the hot aircraft issue again, the markings on the aircraft and the incident of the passenger trying to open the aircraft door during flight.

International:

I attended the International Health and Safety Task force meeting in September. A presentation was given from a company that helps explain medical and dental expenses and benefits to employees. We also discussed hearing loss and testing in the Flight Attendant group. While in New York, I was honored to be able to attend a 9-11 Memorial Benefit.

Meetings Attended and Future Meetings

Sept 1:	ERC
Sept 6:	Risk Matrix Training
Sept 7-9:	International Health and Safety Meeting in NYC
Sept 12:	HASC
Sept 13-14:	Chicago Safety Fair
Sept 15:	ERC
Sept 16:	Conduct Train the Trainer Class for International
Sept 22:	ERC
Sept 27-29:	ASAP InfoShare
Sept 30:	ERC
Oct 6:	ERC
Oct 10:	HASC
Oct 12-13:	Safety Symposium
Oct 13:	ERC
Oct 20:	Shop Steward Training

Oct 21: ERC
Oct 27: ERC
Oct 29-Nov 4: National Safety Council

Michael Massoni reported that Southwest Airlines had **agreed** to fund the Union's representation on the ASAP Event Resolution Committee Member.

Michael Massoni reported that Thom McDaniel had **agreed** to email the information regarding TWU Local 556's annual participation in the U.S. Marine Corps Toys for Tots Drive to the Executive Board.

The Executive Board **agreed** to purchase a plaque honoring the hard work for and dedication to our Union, our Members, our Flight Attendants and our Company of former Professional Standards Committee Chair Michael Broadhead. It was noted that Mr. Broadhead had redefined the joint Professional Standards Committee for Southwest Airlines and TWU Local 556.

The Executive Board **agreed** to send a gift to Communications Chair Kyle Whiteley recognizing his work as the Local's Communications Chairperson, Editor of the Local's Unity Publications, Facebook page moderator, Web site master, etc.

Matt Hettich **agreed** to research these gifts for Michael Broadhead and Kyle Whiteley and report back to the Board during the November Executive Board Meeting.

Cuyler Thompson submitted the **July 2011 Executive Board Meeting Minutes** and **Synopsis** for review.

Michael Massoni left the Meeting at 0953.

John Parrott chaired the Meeting.

Donna Keith left the Meeting at 0955.

Michael Massoni returned to the Meeting at 0956.

The Board reviewed and made corrections to the Minutes and Synopsis.

Donna Keith returned to the Meeting at 1005.

Audrey Stone made a **motion** to approve the July 2011 Executive Board Meeting Minutes. John Parrott **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to approve the July 2011 Executive Board Meeting Synopsis. John Parrott **seconded** the motion. The motion **carried**.

The Board **agreed** to cancel the Quarterly Office Team/Executive Board Luncheon scheduled for November 16, 2011 due to scheduling conflicts.

The Board discussed the Quarterly Office Team Outing. The Board **agreed** that John Parrott would remind the Office Team of the purpose of this quarterly event.

The Board **agreed** that unless excused, attendance at the TWU Local 556 Strategic Planning Retreat was mandatory for all Executive Board Members.

John Parrott reminded the Executive Board that the Local 556 Office Team Strategic Plan that had been approved by the Board included a team-building event, away from the Union Office. The Board **agreed** that as the Office Managers, John Parrott and Thom McDaniel would decide when and where to hold the event.

There was discussion regarding the number of calls to the Union that were being entered into the Local's Laborsoft Database. The Board discussed the fact that the Executive Board had agreed that all calls would be logged into Laborsoft. It was **agreed** that the Executive Board as well as the Local's Office Team should improve on logging calls to and from our Members into the database.

John Dipippa was excused at 1034.

Audrey Stone made a **motion** to adjourn. Mark Torrez **seconded** the motion. The motion **carried**.

Michael Massoni adjourned the Meeting at 1037.

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', with a horizontal line extending to the right.

Cuyler Thompson
Recording Secretary