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

One Brookriver Place 7929 Brookriver Drive, Suite 750 Dallas, TX 75247 (214) 640-4700 (800) 969-7932
Fax (214) 357-9870 www.twu556.org Hotline (800) 806-7992

Executive Board Meeting
January 11-13, 2010
Synopsis

Tuesday

January 11, 2011
Thom McDaniel called the Meeting to order at 0830.

TWU Local 556 Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Don Shipman, Mark Torrez, Audrey Stone, Bryan Orozco, Karen Amos, Jimmy West, Crystal Reven, Donna Keith, Todd Gage, and John DiPippa.

Michael Massoni was excused for personal reasons.

Stacy Martin was excused for illness.

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 presented the **President's Report:**

Thom informed the Executive Board that since the last Executive Board Meeting he had assisted Mark Richard in Strategic Planning and Capacity Building at TWU Locals in New York. All expenses and lost time for the International work are reimbursed by TWU International. Thom reported that he had received notice from Brendan Conlon the on December 20 regarding a high number of sick calls that were affecting the operation and Management was considering implementing Emergency Procedures. Thom requested that if the Company was considering implementing Emergency Procedures that our Flight Attendants be made aware of it in hopes that there would be an improvement. Thom and Mike Hafner published a joint RBF the following day, however the situation continued to deteriorate. Thom approved Supervisors flying to alleviate potential risk of lineholders being rescheduled or Reserves being extended. Thom also suggested that the Company extend Holiday Pay to encourage Flight Attendants to pick up additional flying as this had been successful in the past when there were significant numbers of pairings to cover. Management did not accept the suggestion to extend Holiday Pay. The situation lasted for a few days, with some improvement, but there was still a risk of cancelled flights and irregular operations. Thom received an operational update from Management on December 26 that the situation had improved significantly. Thom requested that Management discontinue Emergency Procedures and they were ended on December 27. Thom has notified Management that the

Union would like an audit of the sick calls and Emergency Procedures over the holidays. The TWU Union Office operated well over the holidays and all issues were addressed. Thom has distributed Staff Self-Evaluations and hopes to have reviews completed by the end of the week. Thom has scheduled the first Membership Meetings for 2011 and they are posted on the TWU Web site, in Union Publications, and glass cases. The Meetings are a little later than normal due to scheduling difficulties over the holidays, but will be back on schedule for the second meetings. Thom has continued to receive questions regarding the 737-800 Series aircraft. Thom sent a letter to Southwest Airlines supporting the placement of a microwave oven to heat up hot meals for crewmember use on the new aircraft, but has not received a reply. The Steering Committee for the 800 continues to meet and all suggestions are passed on to them through Michael Massoni. Thom reported that Southwest Airlines has not scheduled any future Company-wide meetings regarding the AirTran acquisition as originally planned. TWU Local 556 continues to prepare in case the acquisition is approved; however is waiting for regulatory and shareholder commitment before scheduling any formal meetings. Thom and Michael Massoni will be meeting with AirTran MEC Officers January 18 for an informal meeting to keep the lines of communication open. Thom notified the Executive Board that he and Michael Massoni would be attending the Coalition of Flight Attendants Meeting at the new TWU International Headquarters in Washington, DC and that Local 556 will be hosting. Other Unions attending are Association of Flight Attendants, Association of Professional Flight Attendants, International Association of Machinists, and National Steel Workers. The Coalition will work on industry, regulatory, safety, and health issues. Thom attended the Texas State Conference (TSC) in Houston on January 10. The TSC discussed a "Lobby Day" in Austin to support legislation to improve Workman's Compensation Laws during the new legislative session among other legislative transportation issues. Thom notified the Executive Board that he had discussions with Southwest Airlines Management (SWA) concerning uniform accounts. While SWA has not decided on a uniform vendor, there may be a need for a change in procedures for funding the uniform accounts. Thom assured Management that if there is a new uniform vendor chosen, the Union would be happy to meet to discuss any changes that needed to be made. Thom announced that the Flight Attendants at Allegiant Airlines had chosen TWU to represent them and extended congratulations to them. He has been asked by Jim Little to assist them and will do so on an as needed basis as his duties permit. Since the Allegiant vote, the Organizing Team has seen an increase in cards from jetBlue and Virgin America Flight Attendants. Thom notified the Executive Board that the Southwest Labor Coalition and SWA Labor Briefing would be held on January 20. John Parrott and Kyle Whiteley will attend due to the Flight Attendant Coalition Meeting. The report of earnings will determine whether our Flight Attendants receive a 2% or 3% raise on June 1, 2011. Thom participated in the Live Broadcast on January 6 with Allyson Parker-Lauck. While there were some technical difficulties with the video, we received a much higher number of questions for this broadcast. Live broadcasts are scheduled for February and March and Thom asked that Executive Board Members continue to promote these among the Membership.

Todd Gage made a **motion** to accept the President's Report. Mark Torrez **seconded** the motion. The motion **carried**.

The Board discussed the fact that many of the internal applicants for the three-hundred Flight Attendant positions available had not met the height and weight criteria. It was noted that after discussion with the Union, Management had agreed to re-interview some of these employee candidates.

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

For the Period of December 1 – December 31 we had the following:

Vacation Days	*51.0*
Vacation Converted	*2.0*

Sick Days	*17.0*
Appointments	*1.0*
Other	*1.0 (1 Team Flying)*
Total Days to cover	*70.0*
Total Temporary Staff Days Utilized Total	*8.0*

Don Shipman made a **motion** to approve the Office Manager's Report. Todd Gage **seconded** the motion. The motion **carried**.

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

> *Mark reported that since the last meeting of the Executive Board has done some maintenance on the Locals cell phone service, including software repairs for three Executive Board Members, replacement equipment for one Executive Board Member, returning excess equipment to our vendor and liquidated old inventory. He also reported that he submitted an article for the upcoming Unity magazine that was unable to be used in this issue but hopes that space will allow it to be published at a later date. Mark also noted that he spent much time assisting our Members as they faced many challenges during this holiday season from the subsequent Emergency declared by the company and numerous storms. Mark has worked on the Policy Procedure update and has compiled all minutes since the current Executive Board took office and is in the process of searching for any updates that should added. He expects to be done with this project by the end of the week. Finally, Mark has had several communications with his fellow Scheduling Committee Liason as well as Chairperson regarding the Duty Pairing Optimization System .*

Todd Gage made a **motion** to approve the Officer's Report. Audrey Stone **seconded** the motion. The motion **carried**.

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

> *Don assisted the Scheduling Committee on December 29 by writing the Primary Lines for Chicago. Due to the ongoing increase in schedule complexities, one day of line writing does not allow the committee to write lines to standards. While the lines are legally built, an extra day would greatly increase the quality of the lines produced. Don preformed the duties of Officer on-call for December 27 – January 3 and was the weekend on-call officer on January 1 and 2.*

Todd Gage made a **motion** to approve the Officer's Report. Mark Torrez **seconded** the motion. The motion **carried**.

John DiPippa submitted the **Phoenix Base Report**:

> *In December, John had Shop Stewards Mark Savage and Anne Barnes in the lounge for monthly lounge mobilizations. John wrote the Hotline Script for December 24 and January 7 of 2011 and also wrote his article for the January edition of Unity. John made sure that the December Unity Update was stuffed in the mailboxes and has updated his red rack. John has been in constant communication with his Shop Stewards and sent out an E-Connection for December and will be working on another E-Connection after Executive Boards this month. John has been having problems updating his base page due to technical glitches on his base page, so thanks to Kyle Whiteley's help, John has been able to keep his base page up to date and John wants to thank Mark Savage for keeping the glass case up to date.*

John reported to the Board last month that two new Inflight Supervisors have been hired and John was recently made aware of the fact that another Inflight Supervisor will be hired because current Inflight Supervisor Terry Mccloskey will returning to the line in March. Also, no word on a new Base Manager as of yet, but John is confident he will be able to update the Board with this information in February if not sooner. Finally, John wants to extend a Happy New Year and best wishes to the Phoenix Base for 2011.

Karen Amos made a **motion** to approve the Phoenix Base Report. John Parrott **seconded** the motion. The motion **carried**.

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

Audrey reported that we continue to have Fact-Finding Meetings regarding intentional disregard of an assignment. There has been one more termination in Baltimore over this. We have also had meetings regarding disagreements between Flight Attendants and Ground Personnel. Audrey and Base Manager Rachel Derrossett will be meeting later this month to discuss the base. Audrey requested again that the application on SWALife regarding Maryland Family Flexible Leave Act (MFFLA) be changed to reflect the current procedures and we have continued to have problems with people giving out incorrect information regarding how to use it. The Baltimore base page was updated on December 15 and January 10, and an E-Connection was sent on December 23. The glass case was updated on January 7, including the Membership Meeting schedule, and the December Unity Update was distributed last month. Audrey continues to schedule the Weekend On Call program and worked it December 18 and 19. All Shop Stewards were contacted last month. She attended another meeting at Southwest Airlines (SWA) on December 16 regarding the Open Time Focus Group. Audrey reports that it was unproductive, and SWA requested again to postpone it. Their offer to compensate Flight Attendants for their time was unreasonable, and to date no resolution has been reached.

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

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

Todd Gage made a **motion** to approve the Houston Base Report. Mark Torrez **seconded** the motion. The motion **carried**.

Jimmy West submitted the **Orlando Base Report**:

Jimmy reported that Fact-Finding Meetings continue to remain high in Orlando. Jimmy reported the meetings range from Customer letters, delay of flights and the most frequent is disregard of an assignment. Jimmy reported the results from the meetings range from no discipline to terminations. Jimmy reported the Orlando annual Toys for Tots drive was a huge success. Jimmy reported that he received numerous phone calls over the Christmas holiday regarding the sick call emergency procedures and the high number of re-schedules that occurred. Jimmy reported that he continues to field rumors regarding the AirTran acquisition and seniority. Jimmy reported that Orlando Inflight Supervisor Cheryl Spahija will be returning to line and there is currently an opening in the Inflight office.

John Parrott made a **motion** to approve the Orlando Base Report. Todd Gage **seconded** the motion. The motion **carried**.

Todd Gage submitted the **Oakland Base Report**:

Todd reports that he met with Base Manager John White various times during December. John informed him that the position of Assistant Base Manager has not been posted yet. He also stated that he put in a request for an additional Supervisor. Todd discussed the ongoing issue of not having a printer at the check in computer at Gate 24. John put in a request for a fix to this to Dallas last month. He was told that due to the holiday, it was delayed. Todd asked about utilizing the bag closet at Gate 22 since it is secured. The main issue is having a location where the ink cartridges can be locked up due to a Transportation Security Administration (TSA) security directive. Todd is happy to report that only one Fact-Finding Meeting was held regarding the emergency sick call procedures during December. No discipline was issued. Todd sat Weekend Officer On Call during the weekend of Christmas. He fielded many calls from Flight Attendants that had to call in sick on line and were concerned about the emergency sick call procedures that were implemented. He would like to thank Houston Domicile Executive Board Member Crystal Reven and Baltimore Domicile Executive Board Member Audrey Stone for their help during the busy weekend. Todd would also like to thank Shop Steward Donald Silva for taking charge of the Toys for Tots drive this past December. The Oakland Flight Attendants were very generous with this cause. The red rack has been organized, Shop Stewards were contacted in December, an E-Connection was sent out, glass case will be updated shortly, and all publications have been distributed.

Jimmy West made a **motion** to approve the Oakland Base Report. Audrey Stone **seconded** the motion. The motion **carried**.

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

Donna reported the Chicago Base has been active with several Fact-Finding Meetings for a variety of reasons including abuse of sick leave, non-intent to fly, delay of flight, inappropriate public announcements and procedures concerning pets on board the Aircraft. Donna participated in the Grievance Review Committee. Donna sat as Emergency On Call Officer and received several calls concerning the emergency sick call situation that occurred over the Christmas Holiday Season. Donna worked with the Chicago Base Leadership to ensure that correct information would be given by the Supervisor on call when Flight Attendants were required to go to the Emergency Room. The bases were alternating Supervisors on call; Phoenix and Chicago alternated for coverage. There was confusion about where the Emergency Room personnel were to send information. Donna has addressed this situation with Base Manager Dave Kissman who assured her procedures have been corrected. Donna attended the Cabin Services meeting in Dallas concerning the 737-800s with Michael Massoni and Michele Moore. All publications have been distributed. Donna updated the base page, the glass case, has communicated with Shop Stewards, communicated with Base Management, and completed lounge mobilizations.

Audrey Stone made a **motion** to approve the Chicago Base Report. Todd Gage **seconded** the motion. The motion **carried**.

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

Bryan reported that he had posted the new material in the Union glass case. He picked up around the red rack. He called or texted the Las Vegas Shop Stewards. He represented two Flights Attendants in Fact-Finding Meetings. He met with Las Vegas Base Manager Scott Wells and talked to him about the bag rooms and the Supervisors taking over the lounge television. He had a conversation with two Members about not having any communications after applying for a scholarship. He also returned calls and emails.

Cuyler Thompson made a **motion** to approve the Las Vegas Base Report. Mark Torrez **seconded** the motion. The motion **carried**.

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

Meetings/Events Attended:
ERC Meeting

ENS Follow-ups:
Sick passenger – Flight Attendant in contact with bodily fluids
Passenger seat broke – Passenger injury – filed as ASAP
Aircraft incident – planes collided
Flight Attendant injury – shoulder/arm injury
Oil smell in cabin

Articles/Research:
Flu Season/Proactive Health article
ASAP Close Letters

Follow-up Issues:
Galley mopping (waiting on resolution)
Galley cleaning after bodily fluid incident
Pandemic Flu Workgroup - being proactive in event of H1N1 outbreak
Gloves being stocked in bases (waiting on resolution)
ASAP reports reviewed prior to meetings

Scheduled Meetings in January:
HASC (Health and Safety Committee)
ASAP ERC Meeting (twice per month)
ETOPS Meeting
800 galley meeting

John Parrott made a **motion** to approve the Health Committee Report. Mark Torrez **seconded** the motion. The motion **carried**.

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

Audrey reported that she and Kyle Whiteley would be filming Contract Live videos on January 14, focusing on reserve issues. There will be new Resource Guide sheets sent with the Domicile Executive Board Members this week for them to add to the folder in the lounge. There have been additional settlement letters added to the TWU Web site, and Kyle will be re-organizing those posted. We will also be working on New Hire materials, including updating the New Hire booklet in preparation for the classes starting next month.

Don Shipman made a **motion** to approve the Education Committee Report. Todd Gage **seconded** the motion. The motion **carried**.

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

Donna Keith made a **motion** to approve the Uniform Committee Report. Karen Amos **seconded** the motion. The motion **carried**.

Mark Torrez made a **motion** to appoint Crystal Reven as the Local's Uniform Committee Chair. Karen Amos **seconded** the motion. The motion **carried**.

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

> *Over the past month, I have remained pretty busy working on our communications efforts. Currently we have the Winter issue of Unity in the works, and it should be to the Editorial Team this Wednesday. Please keep an eye out for the issue to arrive in the bases around January 25. This issue will include our first sponsored article. The article is basically a public service announcement on targeted retirement plans. I would like to note that the Scheduling Committee submitted an article for the Fall issue of Unity, and it was overlooked during layout. I apologize to them for the oversight. The monthly focus on Union services for January is the volunteer checkmark on the Member's profile screens and that we are now open 365 days a year. Communications efforts for our monthly focus will include discussion on the monthly live Web cast, placement on the Web site, coverage in the monthly publication, and one-on-one communication with Flight Attendants during the monthly system-wide lounge mobilizations held on the twentieth of each month. The February focus will be the ASAP program. Visitor numbers to the TWU Local 556 Web site dropped as anticipated in the month of December. The numbers are rebounding nicely, and I will provide additional information on visits next month. Last year during our annual Membership Survey, we added a small video player to the home page of the site as an advertisement. While I am not a fan of anything auto playing when you visit a Web site, it is clearly a very effective tool. After we added the video, the number of respondents to the survey increased by almost seventy percent. The current video on the homepage advertises the latest live Web cast, and the visits to that page are comparatively high. The Lists program was taken off the Web site when we changed our hosting provider. While the program was down the designer updated the database, added new sections, made some changes to the administrative area and increased the speed. These changes were completed at no cost to the Union, as it was covered under our original purchase agreement. There are several base pages on the TWU Local 556 Web site that have not been update for a couple of months. Please remember that if someone visits your base page, and the information is really outdated, they may not return in the future. The last Web cast was held January 6. We again experienced technical difficulties during the live version, however we were able to use the tapes for the replay. While it is very disheartening to have problems when we are live, the vast majority of our viewers watch the replay. Drew Kennedy and Erich Schwenk have shown an interest in learning how to run the program. The next live Web cast will be held on February 15, at 18:00 CST. Michael Massoni will be our guest to promote the ASAP program. I hope everyone had a happy holiday season, and is ready to get to work—it looks like it will be a very busy year.*

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

Thom McDaniel presented the **New Hire Committee Report**. There was no written report submitted.

Cuyler Thompson made a **motion** to approve the New Hire Committee Report. John Parrott **seconded** the motion. The motion **carried**.

Donna Keith made a **motion** to excuse Todd Gage from Wednesday and Thursday in February Boards to attend the Air Transport Division (ATD) Meeting. Mark Torrez **seconded** the motion. The motion **carried**.

Donna Keith submitted the **Green Committee Report**:

Donna was in contact with Debbie Neel for an update on the Recycling Committee. There has been increased participation in the recycling effort and the results are commendable. Debbie asked that we communicate to our Members the importance of recycling on the Aircraft and the value of making the recycling public announcement. Recycling efforts are resulting in nineteen to twenty percent participation and Debbie communicated that the goal is to reach 25 percent. The goal is highly attainable if everyone makes an effort to recycle just a few more cans and a few more newspapers. Donna committed to reminding the Members via E-Connection and base page.

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

The Board took a break at 0955 and reconvened at 1015.

Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Don Shipman, Mark Torrez, Audrey Stone, Bryan Orozco, Karen Amos, Jimmy West, Crystal Reven, Donna Keith, Todd Gage, and John DiPippa.

Michael Massoni was excused for personal reasons.

Stacy Martin was excused for illness.

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

The Board **agreed** to send a card to a Phoenix Shop Steward who had recently returned to work after an On-the-Job Injury (OJI).

The Board conducted a Roll Call to establish Board Members' compliance with **TWU Local 556 Bylaw Article VII (g)** for the fourth quarter of 2010:

Thom McDaniel	flew HF28	November 23
Michael Massoni	flew PG18	December 23
John Parrott	flew DB21	November 6
Stacy Martin		
Cuyler Thompson	flew OC33	November 9
Don Shipman	flew MC80	October 7
Mark Torrez	flew OE70	November 19
Todd Gage	flew OT24	December 20
Audrey Stone	flew BH52	November 25
John DiPippa	flew PH04	December 24
Karen Amos	flew DS24	October 25
Jimmy West	flew FF31	December 27
Bryan Orozco	flew LE41	December 22
Donna Keith	flew MJ82	December 29
Crystal Reven	flew HS66	November 1

Stacy Martin did not comply with TWU Local 556 Bylaw Article VII (g) for the fourth quarter of 2010.

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

The Board reviewed the **"To Do List"** from the December Executive Board Meeting.

The Board discussed how to staff the Weekend/Holiday On Call Program. The Board **agreed** to table the matter until Budgetary Discussions ensued later in the Meeting.

John Parrott was excused at 1108 to prepare for 2010-2011 budgetary discussions.

Cuyler Thompson submitted the **December 2010 Executive Board Meeting Minutes** for review.

The Board reviewed and made corrections to the Minutes.

Thom McDaniel left the Meeting at 1108.

Cuyler Thompson chaired the Meeting.

Thom McDaniel returned to the Meeting at 1110.

John DiPippa left the Meeting at 1115.

The Board continued to review and make corrections to the Minutes.

John DiPippa returned to the Meeting at 1122.

The Board continued to review and make corrections to the Minutes.

John Parrott returned to the Meeting at 1152.

Supplemental Insurance Representative Lori Whitaker entered the Meeting at 1152 to discuss the upcoming 2011 Local 556 Open Enrollment for Supplemental Insurance.

Donna Keith was excused to speak with a Member at 1153.

The Board continued to discuss Supplemental Insurance with Lori Whitaker.

Donna Keith returned to the Meeting at 1219.

Cuyler Thompson **agreed** to contact Lori Whitaker with the Board’s decisions regarding the upcoming Open Enrollment for Supplemental Insurance.

Lori Whitaker was excused at 1230.

The Board went to lunch at 1230 and reconvened at 1400.

Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Don Shipman, Mark Torrez, Audrey Stone, Bryan Orozco, Karen Amos, Jimmy West, Crystal Reven, Donna Keith, Todd Gage, and John DiPippa.

Michael Massoni was excused for personal reasons.

Stacy Martin was excused for illness.

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

Grievance Chair Allyson Parker-Lauck, Contract and Leave Coordinator Denny Sebesta, Grievance Team Member Brandon Hillhouse and Legal Counsel Ed Cloutman were guests at the Meeting to discuss Southwest

Airlines Management's decision to change the way that the number of hours of Family Medical Leave Act (FMLA) for which a Flight Attendant qualifies is calculated.

Allyson Parker-Lauck, Denny Sebesta, Brandon Hillhouse and Ed Cloutman were excused at 1450.

Don Shipman made a **motion** to accept the proposed settlement letter regarding Inflight Management's decision to change the way that the number of hours of FMLA for which a Flight Attendant qualifies is calculated. Todd Gage **seconded** the motion. The motion **carried**.

Ed Cloutman briefly returned to the Meeting at 1500 and was excused at 1505.

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

> *The Inflight CISM Team had a total of 546 Incidents reported to our hotline during 2010. Please see the detailed report at the bottom of this email. We ended the year with 53 active CISM peers. Please mark your calendars for our annual CISM Recurrent Training on April 12-14 in Dallas.*

Incidents	
Aircraft Accident	*1*
Aircraft Incident	*17*
Aircraft Mechanical	*62*
Assault on Employee	*9*
Bird strike	*6*
Bomb Threat	*2*
Confidential Issue	*24*
Death on Board	*14*
Debriefing	*1*
Declared Emergency	*4*
Decompression	*8*
Drill-PRACTICE ONLY	*1*
Employee Death-Off Duty	*2*
Employee Fatality	*1*
Flight Attendant Hospitalization	*17*
Flight Attendant Illness on RON	*5*
Flight Attendant Personal Issue	*27*
Injury	*16*
Jump seat Intervention	*32*
Lightning Strike	*6*
Medical Emergency	*160*
Natural Disaster	*4*
Near Miss	*3*
Non Work Related	*4*
Other	*15*
Passenger Misconduct	*17*
Personal Issue-Flight Attendant	*25*
Personal Issue-Pilot	*4*
Prep Cabin for Emergency	*2*
RON	*2*
Sexual Assault	*3*

Smoke in Cabin	*12*
Smoke in Cockpit	*1*
Substance Abuse	*7*
Suicide- Attempted	*6*
Turbulence	*22*
Van Accident (RON)	*4*
Total:	***546***

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

The Executive Board spoke with Scheduling Committee Chair Lisa Trafton via conference call at 1510.

Lisa Trafton presented the **Scheduling Committee Report**. There was no written report submitted.

The Board **agreed** to request that Southwest Airlines pay for the additional hours of lost time requested by the Scheduling Committee necessary to complete Flight Attendant line writing.

The Board **agreed** to revisit Lisa Trafton's request for a Scheduling survey during the next Negotiations Survey.

The Board took a break at 1550 and reconvened at 1605.

Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Don Shipman, Mark Torrez, Audrey Stone, Bryan Orozco, Karen Amos, Jimmy West, Crystal Reven, Donna Keith, Todd Gage, and John DiPippa.

Michael Massoni was excused for personal reasons.

Stacy Martin was excused for illness.

The Board discussed Grievance Chair Allyson Parker-Lauck's request to assemble a committee of Executive Board Members to come up with a proposal regarding the Inflight Supervisor Seniority Grievance. The Board **agreed** to request that Management codify their current procedures for Supervisors seniority when returning to the line as a Flight Attendant.

Todd Gage was excused to speak with a Member at 1610.

Cuyler Thompson presented a letter to the Board from Member Greg Hofer in which Greg made several research requests regarding Membership Meeting Minutes. Cuyler noted that the requests would require several days of research to complete.

John DiPippa made a **motion** to recess. Don Shipman **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1700.

Wednesday

January 12, 2011
Thom McDaniel called the Meeting to order at 0830.

Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Don Shipman, Mark Torrez, Audrey Stone, Bryan Orozco, Karen Amos, Jimmy West, Crystal Reven, Donna Keith, Todd Gage, and John DiPippa.

Michael Massoni was excused for personal reasons.

Stacy Martin was excused for illness.

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

John Parrott made a **motion** to accept the Grievance Review Committee's recommendation to proceed on seven Grievances. Cuyler Thompson **seconded** the motion. The motion **carried**.

John Parrott made a **motion** to accept the Grievance Review Committee's recommendation not to proceed on a Grievance. Todd Gage **seconded** the motion. The motion **carried**.

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

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

Cuyler Thompson made a **motion** to accept the Grievance Committee Report. Todd Gage **seconded** the motion. The motion **carried**.

Grievance Committee Member Chris St. Julian entered the Meeting at 0900 to discuss the merits of the Grievance.

A Grievant entered the Meeting at 0910 to discuss the merits of the Grievance.

Chris St. Julian and the Grievant were excused at 0926.

Jimmy West made a **motion** to proceed on a Grievance. Don Shipman **seconded** the motion. The motion **carried**.

Becky Parker entered the Meeting at 0948 to discuss the merits of the Grievance.

A Grievant entered the Meeting at 1005 to discuss the merits of the Grievance.

Becky Parker and the Grievant were excused at 1015.

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

The Board took a break at 1056 and reconvened at 1111.

Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Don Shipman, Mark Torrez, Audrey Stone, Bryan Orozco, Karen Amos, Jimmy West, Crystal Reven, Donna Keith, Todd Gage, and John DiPippa.

Michael Massoni was excused for personal reasons.

Stacy Martin was excused for illness.

Grievance Team Member Brandon Hillhouse was a guest at the Meeting to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1122 to discuss the merits of the Grievance.

Brandon Hillhouse and the Grievant were excused at 1133.

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

The Board went to lunch at 1200 and reconvened at 1330.

Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Don Shipman, Mark Torrez, Audrey Stone, Bryan Orozco, Karen Amos, Jimmy West, Crystal Reven, Todd Gage, and John DiPippa.

Michael Massoni was excused for personal reasons.

Stacy Martin was excused for illness.

Donna Keith was excused to speak with a Member.

Cuyler Thompson submitted documentation regarding how many calls had been logged into Laborsoft, the Local's Grievance Database by Executive Board and Grievance Team Members for the months of November and December 2010. Thom McDaniel **agreed** to utilize the information during the upcoming Grievance Team evaluations.

Donna Keith returned to the Meeting at 1330.

John Parrott reported that the Grievance Team had requested that Domicile Executive Board Members update their Shop Steward List in Laborsoft.

John Parrott **agreed** to contact the Local's Economist, Dan Akins, and request the information necessary to recalculate the correct amount of dues owed by the Members of Local 556. TWU International had requested the recalculation.

The Board discussed the **2010-2011 TWU Local 556 Operating Budget**.

Crystal Reven and John DiPippa left the Meeting at 1415.

John DiPippa returned to the Meeting at 1422.

Crystal Reven returned to the Meeting at 1423.

Thom McDaniel left the Meeting at 1424.

John Parrott chaired the Meeting.

Thom McDaniel returned to the Meeting at 1426.

The Board continued to discuss the 2010-2011 TWU Local 556 Operating Budget.

Allyson Parker-Lauck and Catherine Rea entered the Meeting at 1520 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1529 to discuss the merits of the Grievance.

Catherine Rea and the Grievant were excused at 1552.

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

The Board took a break at 1557 and reconvened at 1611.

Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Don Shipman, Mark Torrez, Audrey Stone, Bryan Orozco, Jimmy West, Crystal Reven, Donna Keith, Todd Gage, and John DiPippa.

Michael Massoni was excused for personal reasons.

Karen Amos was excused for Union Business.

Stacy Martin was excused for illness.

Grievance Team Member Sara King was a guest at the Meeting to discuss the merits of a Grievance.

The Board discussed the merits of the Grievance.

Karen Amos returned to the Meeting at 1623.

A Grievant entered the Meeting at 1629 to discuss the merits of the Grievance.

Todd Gage was excused at 1657 for personal reasons.

Sara King and the Grievant were excused at 1706.

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

Jimmy West made a **motion** to recess. Cuyler Thompson **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1717.

Thursday

January 13, 2011

Thom McDaniel called the Meeting to order at 0835.

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

Michael Massoni and Todd Gage were excused for personal reasons.

Stacy Martin was excused for illness.

The Board discussed potential topics of conversation for the Southwest Airlines Management Representatives who were scheduled to be guests at the Meeting later in the day.

John Parrott reported that the December 2010 Financial Report was not yet available due to the fact that the Local's Investment Advisor had not yet provided the necessary information to compile the report.

Cuyler Thompson submitted the **December 2010 Executive Board Meeting Minutes** and **Synopsis** for Board review.

It was reported that Inflight Scheduling had requested that they be informed of who was sitting Weekend On Call each week. The Board **agreed** that this was unnecessary. It was reported that Inflight Scheduling had requested that the Union leaders sitting Emergency/Weekend On Call only speak to Inflight Scheduling Supervisors.

Karen Amos submitted the **Dallas Base Report**:

> *Karen reported that the Dallas Base was rather quiet for the month of December. There were only three Fact-Finding Meetings in the month. Dallas held their annual holiday bazaar and the Flight Attendant feedback was very positive. Leslie Turney did a great job finding specialty venders for the event. The Toys for Tots drive was very successful and Karen would like to thank Joe Skotnik for delivering the donated toys to the Marines at the Toys for Tots warehouse. Karen reported at this time Dallas has not filled the Base Manager position. The position has been posted and interviews have taken place but there has been no announcement regarding who will be filling the Manager position. Karen met with Tisha Hirsch, the Assistant Base Manager during December. Karen covered the Weekend On Call shifts on December 4-5. Karen served on the Grievance Review Committee on Friday the tenth. Two lounge mobilizations were held during December. The red rack has been stocked and cleaned. The Union glass case has been updated. Dallas Shop Stewards were contacted via email as well as by phone. All publications have been distributed. The Dallas base Web Page has been updated.*

Cuyler Thompson reported that Lori Whitaker had **agreed** to the Board's proposed dates for the 2011 Local 556 Open Enrollment for Supplemental Insurance. The Board **agreed** that enrollment would begin on April 20, to coincide with the monthly, system-wide lounge mobilization, and conclude on May 25, 2011. Cuyler reported that Lori Whitaker had **agreed** to send information regarding the "White Glove Medical Concierge" service to the Executive Board as requested.

Cuyler Thompson made a **motion** to send flowers to Linsey Johnson during his recovery. Don Shipman **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to send Professional Standards Chair Michael Broadhead flowers during his recovery. Don Shipman **seconded** the motion. The motion **carried**.

The Board took a break at 1005 and reconvened at 1030.

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

Michael Massoni and Todd Gage were excused for personal reasons.

Stacy Martin was excused for illness.

Southwest Airlines Management Representatives Adam Carlyle, Brendan Conlon and Mike Mankin were guests at the Meeting.

> *Brendan Conlon reported that a meeting had been scheduled to take place on the following Monday to address ongoing issues with the current boarding procedures. He noted that he believed that work on the revision of the Flight Attendant Work and Conduct Rules had been completed, and that Mike Mankin would soon be sharing the revision with the Executive Board in order to get feedback. Brendan reported that there had been no progress on the Union's request that Inflight Leadership seek to improve how Pilots manage the fasten seatbelt sign during flights, but agreed to look into it. Thom McDaniel asked for an update regarding the part-time Recurrent Trainer in Chicago who appeared to be enjoying the benefits of being a line-holding Flight Attendant as well as a Supervisor. Brendan Conlon reported that the situation was the same as last month, had been addressed and that beginning in March 2011, part-time Recurrent Training Instructors would be expected to fly a line unless they were needed to teach. There was discussion regarding if it had been sufficiently communicated to Flight Attendants that it was necessary to speak with an Inflight Scheduler to update their contact telephone number and that it was not sufficient to update their contact information in SWALife. Brendan noted that he thought it had recently been communicated, but agreed that a notation could be made in SWALife that Flight Attendants would also need to update their contact information with Inflight Scheduling. He said there probably needed to be another Read Before Fly (RBF). Audrey Stone updated the Board on the discussion that she had with Inflight Management regarding the proposed Open Time Focus Group. Brendan noted that there were several practices that needed to be addressed: limiting the number of simultaneous Crew Web Access (CWA) logins for each Flight Attendant, automated systems that were able to access CWA, "trip-trading cartels," and "staggering" the release of Open Time on the twentieth of each month. Thom McDaniel noted that it had been reported to him during a meeting with Inflight Management that staggering Open Time would not actually work and would only make it appear that something was being done but would not actually help the situation. Brendan explained that it wasn't simply one thing that was causing Open Time to "bog down" on the twentieth, but a combination of things. There was more discussion about the automated "screen-scraping" systems being used by some Flight Attendants with CWA. Brendan stated that he would like to prohibit this practice right away. Audrey Stone discussed Management's offer to pay the participants in the proposed two-day Open Time Focus Group 4.0 Trips for Pay (TFP). Audrey noted that the Union typically paid participants 6.5 TFP per day for such participation. Brendan noted that there would have to be more discussion about this. Thom McDaniel reported that Inflight Management had typically compensated Flight Attendants who were working on "special projects" at 8.0 TFP per day. Sonia Lacore reported that Inflight Management had recently changed that, and that those Flight Attendants working on special projects were now paid 6.5 TFP. It was discussed that Open Time tended to fill up after the third of each month and not before. Thom McDaniel asked when Side Letter Seven was going to be distributed to the Flight Attendants. Brendan reported that it was currently being printed. Mark Torrez led a discussion regarding Bulletins to be inserted in the Flight Attendant Manual arriving at the bases in a timely manner. There was discussion regarding the plans to make the Flight Attendant Manuals electronic and available on each aircraft. Brendan reported that the project was taking longer than anticipated. Donna Keith discussed Customers not complying with the Pets Onboard policies and taking their pets out of their carriers. Donna will provide specific info regarding several of the incidents. Sonia agreed to look into procedures on the front end to try to help the situation. Audrey Stone, Mark Torrez and Donna Keith discussed the fact that some deadheading Flight Attendants were being denied boarding passes by Customer Service Agents (CSA's) when a flight was full. Thom McDaniel reported that he had heard*

that 30 different AirTran Acquisition/Transition groups that had been formed. Thom asked that the Union be informed of whom the leaders of these groups who may affect Inflight were. Brendan and Sonia explained that Brendan was in charge of the Scheduling/Planning group, Mike Mankin was heading up the Labor group, David Curry was in charge of Inflight Training, Paula Gaudet was in charge of over-seeing the Single Operating Certificate group, Sonia Lacore was heading up the Base Operations group and Mr. Mendez was in charge of the Provisioning group. Brendan agreed to send the list to Thom. Brendan reported that there were no Flight Attendants serving on any of these transition groups. Brendan Conlon noted that the Union and Inflight Management needed to discuss when to reopen the Contract to negotiate over-water training and Hawaiian destinations. Brendan noted that the first 737-800 would be delivered with life rafts before the AirTran Acquisition was complete. It was discussed that the Flight Attendants all needed to be trained in ditching procedures before the first 737-800 was added to our fleet. Brendan stated that the additional three hundred Flight Attendants that were being added in the spring were to cover the additional 1,400 Flight Attendant vacations being added this year and because the Company planned to add additional flights throughout the year as well as attrition. Don Shipman discussed adding four-day blocks of Reserve to the Flight Attendant schedules. Thom McDaniel asked when the Flight Attendant bid line totals were going to increase. Brendan stated that we should see more pairings that pay in excess of the 19.5 TFP minimum in the spring, which would consequently increase the line totals. Thom noted that what was negotiated as the minimum TFP for a pairing, 19.5 TFP had now become the standard. Thom explained that if the work available to Flight Attendants was going to be seasonal in the future, that the Union would have to negotiate higher minimums. Thom asked why Monthly Release Time was not being offered. Brendan stated that because there were so many sick calls, Management needed all of the Flight Attendants. Brendan Conlon submitted copies of an updated Sick Leave and Productivity Review compiled for the Local 556 Executive Board. There was discussion regarding Flight Attendant sick calls and the Emergency Sick Call Procedures instituted over the holidays. There was discussion regarding the fact that because of the procedures, many Flight Attendants came to work sick. Mark Torrez asked if Management had considered having a Reserve Open Time like the Pilots. Brendan stated that there was no Contract language to support it, but that it was worth discussing.

Thom McDaniel left the Meeting at 1150.

John Parrott chaired the Meeting.

Thom McDaniel returned to the Meeting at 1154.

John Parrott asked about the number of Flight Attendants who never fly. Brendan stated that there were about 200 Flight Attendants who never flew on an annual basis, but that monthly, approximately 500 Flight Attendants did not fly. Crystal Reven asked why the Reserve line-bidding had not gone smoothly for the past several months. Brendan stated that he would have to ask Claire Taitte about that. Sonia Lacore stated that Inflight Management would soon be hiring eighteen new Inflight Supervisors. She said that one new Supervisor position would be added to the staff in each base to cover for more vacation accrual by the existing Supervisors and the ten Inflight Supervisors who would soon be returning to the line. Cuyler Thompson discussed the distance to the Oakland Lounge and the fact that there was nowhere in Terminal Two where Flight Attendants could print out their pairings before leaving on a trip. Sonia Lacore stated that they were aware of the problem and were working on it.

The Inflight Management representatives left the Meeting at 1200.

The Board went to lunch at 1200 and reconvened at 1300.

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

Michael Massoni and Todd Gage were excused for personal reasons.

Stacy Martin was excused for illness.

Cuyler Thompson updated the Board on the progress of the Membership Meeting Committee. Cuyler reported that three Flight Attendants had been chosen to serve on the Committee and would meet after the 1st Membership Meetings of 2011 had concluded.

Mark Torrez updated the Board on his progress updated the Local's Policies and Procedures Manual.

Cuyler Thompson reported that he had received more Article XIX charges against a Member of the Executive Board. The Board **agreed** to consider the charges during the February Executive Board Meeting in order to give them the full attention that they deserve.

Thom McDaniel stated that he understood the concerns of the Board regarding Management's proposed settlement to the Inflight Supervisor Seniority Grievance. Thom McDaniel **agreed** to incorporate the Board's suggested changes to the proposed settlement and bring it back to the Executive Board for approval.

The Board again discussed the 2010-2011 TWU Local 556 Operating Budget.

John Parrott made a **motion** to excuse Don Shipman for personal reasons. Jimmy West **seconded** the motion. The motion **carried**.

Don Shipman was excused for personal reasons at 1400.

Cuyler Thompson made a **motion** to expand the Weekend/Holiday On Call/Expanded Customer Service Program to include the Local's Grievance Team in an effort to save money for the Local. John Parrott **seconded** the motion. The motion **carried**.

Mark Torrez made a **motion** to adjourn. Donna Keith **seconded** the motion. The motion **carried**.

Thom McDaniel adjourned the Meeting at 1417.

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

Cuyler Thompson
Recording Secretary