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

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Executive Board Meeting
July 12-13, 2011
Synopsis

Tuesday

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

TWU Local 556 Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Don Shipman, Mark Torrez, Bryan Orozco, Todd Gage, Crystal Reven, John DiPippa and Donna Keith.

Cuyler Thompson and Audrey Stone were excused for vacation.

Stacy Martin was excused for personal reasons.

Jimmy West was excused due to illness.

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

Crystal Reven read aloud the **TWU International Membership Pledge**.

Thom McDaniel explained that the TWU Local 556 Negotiating Team need to address the Executive Board.

Negotiating Team Members Val Lorien and Denny Sebesta entered the Meeting at 0837.

There was discussion regarding the status of Negotiations.

Thom reminded the Executive Board that we do not share Negotiating Team survey results with our Members or Office Staff.

Denny Sebesta and Val Lorien were excused at 0944.

Thom McDaniel submitted his **President's Report**:

> *Thom reported that he served as the Labor Chairperson for the Texas Labor Management Conference in San Antonio, June 20-23. Southwest Airlines Attorney Christina Bennett served as the Co-Chair. Thom extended thanks to Allyson Parker-Lauck, Naomi Hudson, Mike Mankin and Arbitrator Bill McKee for participating in a workshop on Southwest Airlines Labor Relations. Thom also thanked Kyle Whiteley for his invaluable assistance with the Web site, program, and communications. The conference was a huge success, and Thom gratefully passed the Chair position to Christine for the 2012 Conference. On June 21, Thom was made aware of an incident where a Southwest Pilot made demeaning and discriminatory comments about Southwest Flight Attendants over an Air Traffic Control (ATC)*

frequency when his microphone was stuck. The Pilot received a minor discipline and diversity training where other Employees have gotten much harsher discipline for lesser offenses. The incident was reported on the news and quickly went viral on the internet and in the media. Our Union Office and Leaders were inundated with complaints and concerns from Members including reports of other incidents occurring on a regular basis and being ignored. Thom worked with TWU advisors to release an appropriate statement that resulted in several good media reports about Southwest Flight Attendants. In addition to several local newspaper, radio, and television stations, TWU Local 556 spokespersons appeared nationally on ABC News, Good Morning America, CNN, Fox and Friends, and Sirius OutQ radio. Thom thanked TWU Local 556 Members Jessica Parker and Keenan Manzo for volunteering to do on camera interviews and doing a great job representing our Members. Unfortunately media chose to focus on a potential Equal Employment Opportunity Commission (EEOC) complaint, however our Union was able to successfully to use those questions to highlight our desire to work out the issue internally with Southwest Airlines and not to allow this incident to be swept under the rug, but ensure that our workplace is accepting and respectful of all workers based on the job they do. Southwest Airlines has since gone forward to revise disciplinary procedures regarding harassment and discrimination issues across the system. There are also efforts being made to educate Employees about Southwest Policies and Procedures for ensuring a respectful workplace for all Employees. Several Flight Attendants have volunteered to assist in moving forward. Thom will continue to report additional actions being taken by the Union and Southwest Airlines. Thom reported that he was scheduled to fly HS35 on June 27 and 28; however, Thom had to give to the trip away due to the ongoing events from the "open-mic" incident, and he needed to give the trip away. Thom requested to be excused from flying per the TWU Local 556 Bylaws due to numerous ongoing issues related to his duties as TWU Local 556 President. Thom continued to assist TWU Local 577 with weekly conference calls, answering questions, and met with the group on June 28 and 29 to complete the final proposals to present to Management at the next negotiating session August 22-26. All lost time and expenses are reimbursed by TWU International. Thom and John Parrott met with New Hire Flight Attendant Class 252 on July 6. There are approximately 113 new applicants and they are very excited about becoming Members of TWU Local 556. Thom thanked Erich Shwenck for his assistance with the powerpoint presentation and Keenan Manzo for assisting with handing out and picking up materials. The New Hire dinner will be held July 13 and all Executive Board Members are invited and encouraged to attend. Thom held a meeting by Conference Call with the Negotiating Team on July 7 to discuss Survey Results and moving forward in negotiations on Overwater and International Flying. The Negotiating Team will be updating the Executive Board and planning to return to the bargaining table with Southwest Airlines very soon. Thom has worked with TWU Advisors on the AirTran Integration Process. Thom has narrowed down the list and is emailing out invitations for the AirTran Seniority Integration Advisory Group to be held on August 2 and 3 at the TWU Local 556 Headquarters. Of approximately 75 applicants, 29 Flight Attendants from all Domiciles, Seniorities, backgrounds, and experiences are being invited to attend to discuss the tasks of the group and give input. From the larger group, a Seniority Integration Team will be selected to go to the table with the Association of Flight Attendants (AFA) Team to reach an agreement. The meeting will be facilitated by TWU Advisor Mark Richard. Thom has also worked with Mark Richard and other legal counsel on a process a process agreement to establish ground rules for the Seniority List Integration. A draft is being sent to the AFA Council 57 who represents AirTran Flight Attendants for their response. In addition, Thom has discussed issues related to the AirTran acquisition with Management. The majority of the issues discussed will need to be postponed until Seniority List Integration is complete. Thom has been communicating on a regular basis with AFA Council 57 President Alison Head regarding the Seniority List Integration discussions. AFA is currently in the process of certifying their Seniority List as required by their Constitution. They expect the list to be complete toward the middle to end of August, so both Unions can begin meeting. Thom thanked Michael Massoni for filling in for him at the Orlando, Chicago, and Baltimore Membership Meetings *while he worked on AirTran Seniority Integration. Thom will preside at the Dallas Meeting and Michael will fill in at the Houston, Phoenix, Oakland, and Las Vegas Meetings. Thom has handed out Office Team Self-Appraisals to all Staff Members and will complete evaluations by the end of July. Thom, John Parrott, and Allyson Parker-Lauck held a Staff Meeting on July 7 to update on any Office and Grievance Issues. Thom reported that the Office Team continues to provide excellent service to our Members and continues to work together very well. It has been brought to the attention of the Office that Flight Attendants are being requested to occupy jumpseats while deadheading without telling them that they are bumping off a fellow Flight Attendant from the jumpseat. Our Union will be using all means to educate our Members that they should ask if there is someone already signed up on the jumpseat before displacing another Employee. With all the different things going on in our Local currently, Thom recommended that the Executive Board hold a weekly conference call to enhance communication. He will be seeking a suitable time when most Members can attend and schedule the meetings accordingly. Thom will be participating in the TWU Live Broadcast on Tuesday, July 12. The Live Broadcast audience continues to grow ever month, and it has become a great way to distribute accurate information and dispel rumors. Thom continues to maintain an open door policy for all TWU Local 556 Members and Officers. Thom continues to represent TWU Local 556 to other Unions, our Customers, Southwest Airlines and TWU International. Finally, Thom asked the Executive Board to keep in mind that in addition to the challenges we all face with the AirTran Acquisition, our Brothers and Sisters at TWU Local 550 (Southwest Airlines Dispatchers) are in mediation and TWU Local 555 is entering Section 6 Negotiations this week. Thom asked that our Executive Board support our fellow Employees and Union Members as they seek fair Contracts for their Members.*

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

The Board took a break at 1012 and reconvened at 1034.

Executive Board Members present were Michael Massoni, John Parrott, Don Shipman, Mark Torrez, Bryan Orozco, Todd Gage, Crystal Reven, John DiPippa and Donna Keith.

Cuyler Thompson and Audrey Stone were excused for vacation.

Stacy Martin was excused for personal reasons.

Jimmy West was excused due to illness.

Thom McDaniel was excused for a call with Southwest Airlines Senior Director of Inflight Crew Operations and Automation, Brendan Conlon.

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

For the Period of June 1 – June 30 we had the following:

Vacation Days	*28.5*
Vacation Converted	*5.0*
Sick Days	*14.0*
Appointments	*5.0*
Other	*1.0 (RT)*

Total Days to cover	*53.5*
Total Temporary Staff Days Utilized Total	*0*

John DiPippa made a **motion** to accept the Office Manager's Report. Mark Torrez **seconded** the motion. The motion **carried**.

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

Mark began his report by stating that since the last Executive Board Meeting he has worked with AT&T wireless to rectify a billing problem as well as fix a problem with a handset. He submitted an article to Kyle Whiteley for publication in the upcoming Unity Magazine and served on the Editorial Team for the July issue. Not surprisingly, most of his recent interactions with Members revolved around the recent media storm and ensuing social media blitz. He reminded Flight Attendants that anything they post can be used for disciplinary action by Management.

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

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

Don reported that he attended New Hire Base Orientation in Chicago on June 21 along with Domicile Executive Board Member Donna Keith, and Shop Stewards Will Browne and Roy Soria, where they welcomed 53 New Flight Attendants to the base. Base Management expressed appreciation for the assistance. Don assisted the Scheduling Committee by writing lines on June 28 and 29, and July 10. Don performed the duties of Recording Secretary during the Orlando Membership Meeting on July 6 and July 12-14 during the Executive Board Meeting. Don attended the Chicago Membership Meeting on July 8. Don reported the Negotiating Team concluded the International Flying Survey.

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

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

John wrote the Hotline Script for June 24 and July 8. John sent out an E-Connection for June and will be working on another E-Connection after Executive Boards this month. John's base page, glass case, and red rack are up to date. John informed the Board that the cancelled Cabin Services Meeting for April has been rescheduled for Wednesday, July 20 and John planned on being there but got his dates confused and picked up a trip, so he will not be able to attend unless someone picks up his trip. John apologizes to the Board and the Membership for this mistake and will make sure that this doesn't happen in September, when the next meeting is planned. John informed the Board that Phoenix has promoted an Inflight Supervisor. Heidi Patrick has been promoted to Supervisor II of Operations. John wishes Heidi the best of luck in her new role. John printed the Unity Update and communicated with his Shop Stewards. John was in the lounge on July 10 and will be in the lounge after Boards. John will not be able to attend the Membership Meeting this month due to a previously scheduled trip, but plans on purchasing $15.00 Target Gift Cards on behalf of the Phoenix base for each of his Shop Stewards in lieu of a Shop Steward Appreciation Day that is per the Strategic Plan. John informed the Board that AirTran is tentatively scheduled to move over to our terminal this summer. Finally, John informed the board that there will soon be some new eateries in the terminal. On June 16, the City Council awarded

HMS Host, which is the current vendor with a new contract that will bring in local favorites, such as Barrio Cafe, Chelsea's Kitchen, LGO Pizzeria and Cowboy Ciao.

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

Thom McDaniel entered the Meeting at 1039.

Crystal Reven submitted the **Houston Base Report**:

Crystal began her report by informing the Executive Board that the Houston base has been active in regards to Fact-Finding Meetings in recent weeks. Meetings have been held for theft, points, delays of flight, boarding and Unaccompanied Minor procedural discrepancies. There has been one termination in Houston since Crystal last reported. On July 6, a fundraiser was held for Simon Chernecke, the son of Flight Attendant Nicole Chernecke. To date, over $2460 has been raised for Simon's surgery. The Chernecke family sends their gratitude to the Executive Board and Members of TWU 556 for the donation of $100 that was used for the bake sale. Crystal continued by stating that the Houston base has had no administrative changes. There is still one Inflight Supervisor opening in Houston. Since she last reported, Crystal spent time in the Houston lounge on June 23 and 28; similarly a Houston E-Connection was sent out in the last week of June. The Houston base page was updated on July 12. All Union publications have been distributed and the Houston glass case is up to date with current material.

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

Don Shipman submitted the **Baltimore Base Report** for Audrey Stone:

Audrey reported that the slow-down of Fact-Finding Meetings did not last very long in Baltimore and we have had approximately seven meetings over the last four weeks. Three resulted in termination, and the most recent ones have been for probationary Flight Attendants. One of our Inflight Coordinators December Garinger has transferred to another department here at Southwest Airlines, and the base will be replacing her position as well as hiring an additional Coordinator. A lounge mobilization was conducted on June 20, focusing on the Negotiating Team Survey. Base Orientation was held on June 22 and we were very excited to welcome our first group of new employees to Southwest Airlines. Audrey also met with Base Manager Rachel Derrossett to discuss the base on June 21. Audrey sent an E-Connection out on June 27, and Shop Stewards were contacted via email on July 6. The Baltimore Web page was updated on July 9, and the glass case was updated on July 7 following the close of the survey. Audrey attended the Membership Meeting on this day as well in Baltimore, and had lunch with Shop Stewards following the meeting. Unity Update was distributed at the end of June. Audrey reported that she hosted the Live Broadcast on June 23, and worked the Weekend On-Call program on July 9 and 10. She reported that the call volume was high due to the large number of reschedules made to lineholders, many of which had illegal duty days, crew rest, or both.

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

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

Don Shipman made a **motion** to accept the Dallas Base Report. Todd Gage **seconded** the motion. The motion **carried**.

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

> *Todd reported that he met with Base Manager John White during the past month. Inflight Supervisor Keith Rendone has been working with other Members of Inflight Management in Atlanta for the past two months. Todd, along with the help of Baltimore Domicile Executive Board Member Audrey Stone, is working with Jamie Willard, Manager of Employee Resources, to develop new procedures for utilizing California Kin Care. The red rack has been organized thanks to Professional Standards Chair Michael Broadhead. All publications have been distributed, glass case updated with July's material, E-Connection sent out, and base page updated. Todd will be attending the Las Vegas Membership Meeting instead of the Oakland Meeting due to scheduling conflicts. Lounge mobilizations were conducted during the past month. Todd continues to hear rumors about the overwater and international training. Todd attended the Oakland New Hire Base Orientation on June 22. He continues to work the Weekend/Holiday On-Call assisting Members.*

Michael Massoni made a **motion** to accept the Oakland Base Report. Mark Torrez **seconded** the motion. The motion **carried**.

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

> *Donna reported there have been several Fact-Finding Meetings in Chicago in the last month encompassing a variety of reasons. None resulted in termination. Donna, Will Browne, Don Shipman, and Roy Soria attended the Base Orientation for the New Hire Flight Attendants on June 21, 2011. Donna also attended a meeting led by International Safety Director Ed Watt in Dallas. Donna distributed all publications, updated the base page, tidied the red rack, communicated with Shop Stewards, and had meetings with local Management to discuss base concerns and subjects.*

Don Shipman made a **motion** to accept the Chicago Base Report. Todd Gage **seconded** the motion. The motion **carried**.

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

> *Bryan Orozco reported that he attended Base Orientation. He attended the Nevada State Conference. He wrote the Las Vegas Unity article. Sent in an E-Connection, updated base page and did two lounge mobilizations. He attended a Professional Standards training.*

Don Shipman made a **motion** to accept the Las Vegas Base Report. Michael Massoni **seconded** the motion. The motion **carried**.

Don Shipman submitted the **CISM Committee Report** for Chair Eileen Rodriguez:

> *CISM currently has 53 active peers this includes me (Eileen) as Chairperson. I wanted to remind everyone that we are available to help with any and all incidents. I often get phone calls from Board Members asking if CISM can help. Please call us; if we can help we will! Just as a reminder: we have a phone that is answered by an on call person 24/7 if you have a Member that has been involved in an incident and needs to be contacted please call: 1-800-408-3220 and simply leave your call back number. I am re-evaluating some of the ways our incidents are being handled and reported. For example: I am*

going to do a system-wide reminder to all Inflight Leaders that CISM is here and available and to please contact us. Historically this has not been an issue but as of late, some incidents aren't being sent to us because the base feels they are "personal" incidents. The CISM Team is trained and available to handle work and personal related incidents. I would rather the CISM Team be contacted and let us decide if it is truly a CISM incident or not. I appreciate all of the Executive Board Members that call us and allow us to assist the Flight Attendants when they are in need! We are here to serve the Membership and appreciate the opportunities when we can.

June 2011 Incidents	
Aircraft Mechanical	*6*
Flight Attendant Hospitalization	*5*
Medical Emergency	*5*
Flight Attendant Illness on RON	*3*
Other	*3*
Flight Attendant Personal Issue	*3*
Turbulence	*2*
Aircraft Incident	*2*
Flight Attendant Injury	*1*
Bomb Threat	*1*
Death on Board	*1*
Jumpseat Intervention	*1*
Terrorist Threat	*1*
Suicide Attempt	*1*
Prep Cabin for Emergency	*1*
Total	*36*

Todd Gage made a **motion** to accept the CISM Committee Report. John Parrott **seconded** the motion. The motion **carried**.

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

Currently the Safety Team has the following open and/or resolved action items:
Aviation Safety Action Program (ASAP) – Reports Under Event review Committee (ERC) Review = 26

ID	*Event Date*	*Status*	*Summary*
164	*5/22/2011*	*Additional information submitted to ERC*	*Maintenance/Had a seat that wouldn't go forward and stay forward and Maintenance called to gate refused to fix.*
181	*6/10/2011*	*Sent to ERC for review*	*Alcohol Related-Passenger/question ops agent (name) about intoxicated passenger.*
194	*6/21/2011*	*Sent to ERC for review*	*Arming/Disarming Doors.*
195	*6/21/2011*	*Sent to ERC for review*	*Maintenance/Aft closet came open upon landing.*
196	*6/24/2011*	*Sent to ERC for review*	*Boarding/Cabin not secure when door closed by Agent.*

197	*6/24/2011*	*Sent to ERC for review*	*Hazmat item/Oxygen.*
198	*6/24/2011*	*Sent to ERC for review*	*Fight Deck door came open on takeoff.*
199	*6/23/2011*	*Sent to ERC for review*	*Not Secured in Jumpseat.*
202	*6/24/2011*	*Sent to ERC for review*	*Child Restraint Device.*
203	*6/26/2011*	*Sent to ERC for review*	*Pax moved to another seat while taxing.*
204	*6/21/2011*	*Sent to ERC for review*	*Flight Deck Door Procedures/Closing the cockpit door too soon.*
205	*6/27/2011*	*Sent to ERC for review*	*Exit Row Briefing/OWWE/Left exit row to help pax locate seats and arrange bags and forgot to brief pax owe.*
206	*6/27/2011*	*Sent to ERC for review*	*Unsafe Activity/Unsecure Cabin/i helped A Flight Attendant take down her bag from overhead bin on taxing into the gate.*
207	*6/27/2011*	*Sent to ERC for review*	*Child Restraint Device/Failed to notice child in child-restraint system in window seat immediately in front of the exit row aircraft right side.*
208	*6/24/2011*	*Sent to ERC for review*	*CRM/Problem Enforcing FARs/Unsafe Activity/Was told by the Captain to continue beverage service while in final descent which cause drinks & cans to land on me.*
209	*6/27/2011*	*Sent to ERC for review*	*Put bags in lav to catch commuter flight.*
210	*6/27/2011*	*Sent to ERC for review*	*Exit Row Briefing/OWWE.*
211	*6/28/2011*	*Sent to ERC for review*	*Flight Attendant Manual Violation/Flight Binder was inadvertently left in the lounge prior to starting trip.*
212	*6/30/2011*	*Sent to ERC for review*	*Flight Attendant Manual Violation/sections of manual, hard cover unavailable temporarily. Will provide as soon as possible.*
213	*6/28/2011*	*Sent to ERC for review*	*Jumpseat/Could not make it to a seat for landing, therefore landed sitting in the aft galley.*
214	*6/30/2011*	*Sent to ERC for review*	*Arm/Disarm/Aft galley door opened while still armed.*
215	*7/2/2011*	*Sent to ERC for review*	*Passenger/Announcement Demo/I did not see that a lady had a baby until I heard him/her cry at destination.*
216	*7/4/2011*	*Sent to ERC for review*	*Flight Attendant Binder Violation/I thought I had turned my phone off before boarding and my phone rang while taxiing which I did not answer.*

217	*7/5/2011*	*Sent to ERC for review*	*Boarding/Boarding without notification and discrepancy of passenger count*
218	*7/5/2011*	*Sent to ERC for review*	*Jumpseat/The appearance of reading on jumpseat*
219	*7/6/2011*	*Sent to ERC for review*	*Boarding*

<u>ASAP Reports received to date</u>: *<u>219</u>*

- *Accepted Reports to date = <u>193</u>*

<u>Aviation Safety & Health Database Int'l (ASHDI)</u> – Reports Under Review = <u>1</u>

Report	*Acceptance Deadline*
ASHDI 1766 (Problem Passenger/CRM)	*Mon 06/27/2011*

<u>ASHDI Incident Reports received to date</u>:

- *Accepted Reports to date (TWU) =<u>195</u>*

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

- *06/12/11 through 07/10/11 = <u>132</u>*
- *Emergencies Declared = <u>22</u>*
- *ALL OF 2011 to Date = <u>729</u>*
- *ALL OF 2010 = <u>1413</u>*
- *ALL OF 2009 = <u>1210</u>*
- *ALL OF 2008 = <u>940</u>*

- *TWU Local 556 1st VP and National Safety/Security Coordinator, Michael Massoni represented the Union in an additional meeting of the <u>737-800 List of Passenger Accommodations (LOPA) Task Force</u>. In this meeting service procedures and cart configurations were finalized including:*

  - *Service flow will be will be forward to aft with the (A) serving rows 1-8, (C) serving rows 9-15, (D) rows 16-23 and (B) serving rows 24-30*
  - *Determined that cart separation during service should not exceed three rows between positions*
  - *How ice will be loaded on the carts (in heat sealed or metal ring sealed plastic bags)*
  - *G1 cart loading: Beverage Cart inboard docking position, Alcohol Cart outboard docking position.*
  - *G4B cart loading: docking position(s) 4B-02 (2) Beverage Carts, 4B-03 (2) Trash/Recycle Carts, 4B-04 (2) Alcohol Carts, 4B-05 (2) Trash/Recycle Carts and 4B-06 (2) Beverage Carts*
  - *Identified how to designate Trash Carts vs. Recycle Carts (use of interchangeable red/green placards or red/green cart seals)*

Additionally we assigned all LOPA Members dates to perform train-the-trainer sessions for the -800 cart and galley ambassadors that will be manning all lounges in the last two weeks of July and into the beginning of August. These individuals will be offering -800 cart and galley familiarization to Flight Attendants in their respective lounges.

- *TWU Local 556 Safety Coordinator, Michael Massoni attended the first <u>737-800 differences training class on July 5.</u> The class lasted eight hours but included a 30 minute lunch. Differences training covered the following:*
  - *Approximately 2 hours of cultural/customer service indoctrination was covered which included the SWA Brand, why the -800, what makes a good service organization, change in procedures not in service.*
  - *Approximately 1 hour 737-800 familiarization:*
    - *19ft longer than a -700*
    - *Minimum Crew 4*
    - *175 Passengers (30 Rows of Seats)*
    - *6 J/S positions*
    - *Emergency Exits: 8(4 doors; 4 OWWE)*
    - *16 Exit Row Seats (Rows 14, 15, 16)*
    - *3 Lavatories (1 forward and 2 aft)*
    - *Emergency Equipment Locations*
    - *Forward Windscreen Wheelchair/F/A Luggage/Overflow Trash Compartment*
  - *Approximately 1 hour Boeing Sky Interior (BSI)*
    - *LED Light Settings*
    - *Pivot Bins (Bin Closing Assist Feature)*
    - *Forward Control Panel (Lighting Mode, Maintenance Mode and Display Settings/Locking)*
    - *AFT Control Panel (Lighting Mode, Environment Mode, Maintenance Mode and Display Settings/Locking)*
    - *PSU Features (LED Lighting, Gasper Vent, Flight Attendant Call Button, Supplemental O2 System and release feature*
  - *Approximately 1 hour Standard Operating Procedures*
    - *Emergency Equipment Checks*
    - *Boarding Positions*
    - *Jump Seat Rider Procedures*
    - *Exit Arming Responsibilities*
    - *Demo Positions*
    - *J/S Assignments*
    - *Deplaning Positions*
    - *Exit Row Briefing Responsibilities*
    - *Pax Count Responsibilities*
    - *Securing Cabin for Push Back*
    - *Cart Safety*
  - *Approximately 1 hour Emergency Procedures*
    - *Security Checks*
    - *Primary Exit Responsibilities*
    - *Dedicated Assist Positions*
    - *Flow Control*
    - *ABA Briefings*
  - *Approximately 2 hours Service Procedures*
    - *G1/G4B Galley Layouts*
    - *Liquor Bags*
    - *Service Flow*
    - *Service Sections*

- *Drink Orders*
- *Cart Set-up*
- *Practice Cart Service*

OPEN DISCUSSION ITEM(S):

- *The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)*
    - *Continued Education & Awareness*
    - *Verbiage to use when referring people to the program*
- *737-800 LOPA Task Force*
    - *Service Procedures Overview (with me and Michele Moore)*
    - *Ambassador Program*
- *OSHA 300 Reports to Domicile Executive Board Members*

SCHEDULED AND STANDING MEETINGS:

- *Monday, June 13, 2011 @ 1400hrs CDT – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards*
- *June 10,17, 23, 30 & July 7, 2011 1130hrs–1430hrs CDT – ASAP ERC Meeting(s)*
- *Thursday & Friday June 2-3, 2011 – International Health and Safety Taskforce Meeting in NYC*

- *Thursday June 16, 2011 1300hrs-1500hrs CDT – AirTran Union Integration Forum*
- *Wednesday June 29, 2011 1000hrs – 1500hrs CDT – 737-800 LOPA Task Force Meeting*
- *Tuesday July 5, 2011 0900hrs – 1700hrs CDT – 737-800 Differences Training*
- *Thursday June 30, 2011 1430hrs – 1600hrs CDT – Seatbelt Sign Management Meeting w/Flight Ops, Inflight Safety and Regulatory Standards*
- *July 6, 7 & 8, 2011 – Orlando, Baltimore & Chicago Membership Meetings*

Todd Gage made a **motion** to accept the Safety Committee Report. John Parrott **seconded** the motion. The motion **carried**.

Don Shipman submitted the **Education Committee Report** for Committee Chair Audrey Stone:

Audrey reports that she and Kyle Whiteley filmed additional reserve Contract Live videos on June 17, and Kyle will be working on editing and getting them up on the Web site. Due to the large amount of material in the reserve article, there are additional videos that need to be filmed and they hope to have all reserve education projects completed next month.

Todd Gage made a **motion** to accept the Education Committee Report. Mark Torrez **seconded** the motion. The motion **carried**.

Crystal Reven submitted the **Uniform Committee Report**:

Crystal began her report by informing the Executive Board that the most recent Uniform Steering Committee Meeting was held in Dallas on June 30, 2011. Sonya Lacore is now the Uniform Steering Committee Chairperson, replacing David Curry after his promotion to Senior Director of Operational Training. At the meeting, the Committee discussed which Lands' End items will replace our current items. Crystal sent out a Uniform E-Connection newsletter on July 1, 2011 and has received many *positive responses from Members and Crystal plans on sending out a regular quarterly newsletter. Crystal worked with Kyle Whiteley to update the Uniform page on the TWU 556 Web site.*

John Parrott made a **motion** to accept the Uniform Committee Report. Don Shipman **seconded** the motion. The motion **carried**.

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

Mark wrote an article for the upcoming Unity magazine featuring the 2011 Scholarship Winners. Both Scholarship recipients have been notified.

Todd Gage made a **motion** to accept the Scholarship Committee Report. Bryan Orozco **seconded** the motion. The motion **carried**.

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

Mark reported that we have entered the timeframe when the Annual Membership Survey is to be administered. Mark stated that since the Negotiating Team has just conducted a survey that the Annual Membership Survey take place in the fall. Mark entertained ideas from the Board regarding a topic.

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

Donna Keith presented the **Green Committee Report**. There was no written report submitted.

Don Shipman made a **motion** to accept the Green Committee Report. Crystal Reven **seconded** the motion. The motion **carried**.

Michael Massoni submitted the **Professional Standards Report** for Chair Michael Broadhead:

Total calls received:	*32*
Total discussions with coworkers:	*31*
Total case with Pilots:	*2*
Total cases worked:	*13*
Positive outcome:	*10*
Percentage favorable:	*77%*

For June 2011, Professional Standards saw an increase of inbound phone calls of nearly 60%. The month was running higher with inbound phone calls prior to the incident with "ranting" Pilot, however once the incident went public, call activity increased significantly.

Don Shipman made a **motion** to accept the Professional Standards Report. Mark Torrez **seconded** the motion. The motion **carried**.

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

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

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

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Don Shipman, Mark Torrez, Bryan Orozco, Todd Gage, Crystal Reven, John DiPippa and Donna Keith.

Cuyler Thompson and Audrey Stone were excused for vacation.

Stacy Martin was excused for personal reasons.

Jimmy West was excused due to illness.

Communications Chair Kyle Whiteley entered the Meeting at 1402.

The Executive Board **agreed** to discontinue "The Lists" project.

Kyle Whiteley submitted the **Communications Committee Report**. There was no written report submitted.

Kyle Whiteley was excused at 1427.

The Executive Board **agreed** to survey the Membership about purchasing a TWU Local 556 Android application.

The Executive Board discussed upcoming Domicile Executive Board Member lounge mobilizations.

Todd Gage was excused to attend to a computer issue at 1441.

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

Thom McDaniel		excused
Michael Massoni	flew PS21	dated June 24
Stacy Martin	flew HS81	dated June 20
John Parrott	flew DB42	dated May 13
Cuyler Thompson	flew OC69	dated June 23
Mark Torrez	flew OA78	dated June 2
Don Shipman	flew MA18	dated April 1
John DiPippa	flew PC37	dated June 29
Audrey Stone	flew BC51	dated June 7
Crystal Reven	flew HS78	dated May 22
Karen Amos	flew DS82	dated April 3
Jimmy West	flew FB95	dated June 20
Donna Keith	flew MA94	dated May 17
Todd Gage	flew OA63	dated May 23
Bryan Orozco	flew LB33	dated April 17

The Board **agreed** that Mark Torrez and Karen Amos would no longer be the Executive Board Liaisons to the TWU Local 556 Scheduling Committee. The Board **agreed** that Don Shipman would be the Co-Chair of the Scheduling Committee and that Lisa Trafton would remain the Chair of the Committee.

Don Shipman submitted the **June 2011 Executive Board Meeting Minutes** for review.

The Executive Board reviewed and made corrections to the Minutes.

Don Shipman left the Meeting at 1452.

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

Don Shipman returned to the Meeting at 1459.

The Board took a break at 1520 and reconvened at 1542.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Don Shipman, Mark Torrez, Bryan Orozco, Todd Gage, Crystal Reven, John DiPippa and Donna Keith.

Cuyler Thompson and Audrey Stone were excused for vacation.

Stacy Martin was excused for personal reasons.

Jimmy West was excused due to illness.

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

John Parrott requested that all Executive Board Members ensure that the Local was being charged the appropriate rate when they picked up their rental cars.

Don Shipman made a **motion** to recess. Todd Gage **seconded** the motion. The motion **carried**.

Michael Massoni recessed the Meeting at 1613.

Wednesday

July 13, 2011

Thom McDaniel called the Meeting to order at 0900.

TWU Local 556 Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Don Shipman, Mark Torrez, Bryan Orozco, Todd Gage, Crystal Reven, John DiPippa and Donna Keith.

Cuyler Thompson and Audrey Stone were excused for vacation.

Stacy Martin was excused for personal reasons.

Crystal Reven was excused for personal reasons.

Jimmy West was excused due to illness.

Grievance Chairperson 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 accept the Grievance Review Committee recommendations on two Grievances. Bryan Orozco **seconded** the motion. The motion **carried.**

John DiPippa made a **motion** not to proceed on a Grievance. Mark Torrez **seconded** the motion. The motion **carried**.

John DiPippa made a **motion** to revisit a Grievance. John Parrott **seconded** the motion. The motion **carried**.

John Parrott made a **motion** not to proceed on a Grievance. John DiPippa **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**.

Inflight Management Representatives Sonya Lacore, Brendan Conlon and Adam Carlyle entered the Meeting at 0957.

> *Sonya Lacore handed out Ground Ops information and indicated the UM reports are lower year over year. Sonya Lacore informed the Board that some of the smaller stations are struggling to get the UM Irregularity numbers down and believed the problem is lack of staffing at those locations. Karen Amos reported that Dallas Operation Agents requested that Flight Attendants do not place the completed UM paperwork on the podium. Donna Keith asked Management how the notification of Wi-Fi equipped aircraft are sent and informed Management that several Customers were inconvenienced after receiving the notification and the aircraft didn't actually have Wi-Fi. Sonya Lacore informed the Board that the Wi-Fi communication originated from the Southwest Marketing Department and she would relay our concerns. Management informed the Board that SWALife would be available free to all Employees while on Wi-Fi equipped aircraft. Don Shipman mentioned to Brendan Conlon that it might be beneficial to Inflight Crew Scheduling when working Crew Members acknowledge items such as a reschedule prior to landing. Sonya Lacore says Management is aware that trip trading is addictive and they might need delicate communicate about SWALife if overuse becomes an issue. The Board mentioned the ongoing problem with extremely hot temperatures onboard the aircraft. Management reminded the Board that they need specifics on the issue in the form of Flight Attendant Irregularity Reports because they cannot fix issues if they are not made aware of them. Todd Gage reminded Management of the importance of the Public Announcement reminding our customers to close the window shades while at the gate. Thom McDaniel asked Management what procedures our Flight Attendants should follow if the temperatures cause unsafe working conditions. Sonya Lacore said they have the leaders' commitments to do the right thing and that if the conditions are in an area where the Flight Attendant can call a base leader, she could offer that up and they might be able to get some instant action on the concerns. Michael Massoni said the temperatures were exceeding ninety degrees. If that occurs, the Flight Attendant should be able to say, "Hold on, we need more guidance." Sonya Lacore said, "They can stop and call Scheduling." Michael Massoni mentioned a meeting with Paula Gaudet and reported that he had received information from Flight Ops indicating that it takes approximately five minutes for the cool air from ground services to begin after Pilots shut down the engines. Michael Massoni suggests a change in the management of the ground procedures. Sonya Lacore asked us to write up any overly hot aircraft and reported that Management was trying to change the long-standing way our Pilots have operated the APU while at the gate. Todd asked Management for Flight Attendant staffing numbers from 2008 to present. Sonya Lacore said she would get the information. Don asked about the reduction of Reserve sick calls from March through June and pointed out that Reserve Sick Calls are down to a lower level. Brendan Conlon mentioned that Southwest had budgeted for 255 New Hires and indicated they will possibly hire an additional 250 more. Brendan Conlon reported that three Supervisors flew pairings this*

weekend and nine have flown so far this year. Brendan Conlon reported they almost had an emergency sick call situation the previous weekend and was concerned about the trends. Thom suggested Management explain sick duties and the difference from sick calls. Karen explained some people in her base would work a two-day if more pairings contained SIPs. Donna asked about the operational update emails. Don asked Brendan Conlon to review the AM/PM Reserve to Ready Reserve sick call ratios and suggested increasing the percentage of AM/PM Reserves if there are less sick calls. Sonya Lacore requested that the Executive Board remind the Flight Attendants of the need to fill out probationary evaluations on the New Hires. Sonya Lacore informed the Board they will be calling Flight Attendants who have posted hurtful or negative comments about the Southwest/AirTran integration on the Facebook page. Thom reported that Crew Scheduling wasn't properly communicating to our Flight Attendants during a reschedule when there are hotel and transportation changes. Thom asked Management about the Pilot open microphone issue and noted that our Members needed to know the Union and Company haven't dropped the ball. Thom reported that one of the Flight Attendant spokeswomen was told during an crew change that she was the one that told the media the Pilot's name. Sonya Lacore reported that more Crew Resource Management is occurring as a result of this issue. Thom requested we get class numbers for all classes for our 40th anniversary. Karen reminded Brendan Conlon of the proper Charter procedures. Thom asked Management about continued violation Overlap Options contained in Article 10.9.I. Sonya Lacore reported there has been enhanced training for the Schedulers and requested specific information if it happens again. Thom closed the meeting by informing Management that we are working hard on the sick leave issue. Brendan Conlon reported that AirTran currently schedules approximately fifteen Flight Attendants per aircraft but Southwest schedules approximately nineteen. Management believes that "front loading" our staffing will allow for a cushion when the first six to seven AirTran aircraft are converted to Southwest aircraft and absorbed into our fleet.

The Management Representatives left the Meeting at 1106.

The Board took a break at 1107 and reconvened at 1117.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Don Shipman, Mark Torrez, Bryan Orozco, Todd Gage, John DiPippa and Donna Keith.

Cuyler Thompson and Audrey Stone were excused for vacation.

Crystal Reven and Stacy Martin were excused for personal reasons.

Jimmy West was excused due to illness.

Grievance Chairperson Allyson Parker-Lauck was a guest at the Meeting.

Allyson Parker-Lauck updated the Executive Board on a Grievance.

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

Grievance Team Member Erich Schwenk entered the Meeting at 1133 to discuss the merits of a Grievance.

There was discussion.

A Grievant entered the Meeting at 1147 to discuss the merits of the Grievance.

Erich Schwenk and the Grievant were excused at 1212.

Karen Amos left the Meeting at 1213.

Michael Massoni made a **motion** not to proceed on a Grievance. Mark Torrez **seconded** the motion. The motion **carried**.

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

The Board went to lunch at 1220 and reconvened at 1403.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Don Shipman, Mark Torrez, Bryan Orozco, Todd Gage, John DiPippa, Karen Amos and Donna Keith.

Cuyler Thompson and Audrey Stone were excused for vacation.

Crystal Reven and Stacy Martin were excused for personal reasons.

Jimmy West was excused due to illness.

TWU Local 556 Health Committee Chair Michele Moore was a guest at the Meeting to discuss the 737-800s. There was discussion.

Crystal Reven entered the Meeting at 1435.

Thom McDaniel left the Meeting at 1450 to take a call from Brendan Conlon.

Michael Massoni chaired the Meeting.

John DiPippa left the Meeting at 1450.

Michael Massoni left the Meeting at 1452 at the request of Thom McDaniel.

John Parrott chaired the Meeting.

Thom McDaniel and John DiPippa returned to the Meeting at 1453.

Michael Massoni returned to the Meeting at 1455.

Michele Moore was excused at 1500.

The Board took a break at 1500 and reconvened at 1518.

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

Cuyler Thompson and Audrey Stone were excused for vacation.

Jimmy West was excused due to illness.

Michael Massoni was excused to attend an ASAP meeting.

Stacy Martin was excused for personal reasons.

Allyson Parker-Lauck entered the Meeting at 1520.

The Board discussed polygraph testing pertaining to a Grievance.

Allyson Parker-Lauck was excused at 1535.

John Parrott submitted the **Local 556 Financial Report**.

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

Don Shipman submitted the **Scheduling Committee Report:**

> *Don and Lisa Trafton report August Primary Line writing was difficult. Several Committee Members began writing one day early on June 28, spending a total of twelve hours on their bases over a two day period. The Vacation Relief Lines were written on July 10. Line Writers present on June 29th were Doreen Argyropolous-Ricker, Valarie Daniel, Kim Hamrick, Glenn Jio, Kelli Kockler, Don Shipman, Lisa Trafton, and Sheri Tyler. The Committee on average wrote 75.4% pure lines (lines starting on the same day each week containing pairings of the same length), maintained 38.0% of the lines with all weekends off, and the lines containing 3-on/off or 48-hour breaks did not exceed 17.2%. In total, the Committee wrote 2,226 lines averaging 98.83 TFP and 13.86 workdays. Don and Lisa attended our monthly meeting with the Management of Crew Planning on June 28 to continue our discussion on pairing construction and enhancements to provide for a better quality of life for our Flight Attendants. The Scheduling Committee proposed adding additional bidding filters in the Electronic Bidding System (EBS) such as sorting by deadheads, SIPs, and aircraft changes. Our meetings continue to be productive and the Committee expects the spirit of cooperation will continue. Don and Lisa participated in the TWU Live Broadcast on July 13 where they answered Membership questions about the Scheduling Committee and line writing process.*

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

Don Shipman submitted the **Health Committee Report** for Chair Michelle Moore:

> *In June, I was on vacation for two weeks so my report will be shorter than normal.*
>
> *ASAP:*
> *I attended three ERC (Event Review Committee) Meetings in June. The report total is now over 200 reports. A new Risk Matrix was introduced to our ASAP program so we will attend a training class to learn the new system in July.*

ENS Follow-ups:
I continue to monitor the ENS emails and to follow-up on the serious ones that involve Flight Attendants.

800 List of Passenger Accommodations Committee (LOPA):
We are preparing to familiarize the Flight Attendants with the new carts by setting up in the lounges. We are hoping to do this in July.

Other:
I had a meeting with Ed Watt from International regarding Wellness Programs

Meetings Attended and Future Meetings:

June 1-2:	*ERC meeting prep and ERC meeting*
June 7:	*800 Cart/LOPA*
June 8:	*Conference Call*
June 9-10:	*ERC meeting prep and ERC meeting*
June 13:	*HASC*
June 27:	*Meeting with Donna Keith to prepare for Safety Days*
June 28:	*Meeting with International*
June 29:	*800 Cart/LOPA*
June 30:	*ERC meeting*
July 5:	*HASC*
July 7:	*ERC*
July 8:	*Conduct training in Dallas for 800 carts*
July 11:	*Meet with Donna regarding Safety Days*
July 12-13:	*Conduct training in Baltimore for 800 carts*
July 14:	*ERC*
July 18:	*800 Meeting*
July 19-20:	*Conduct training for Train the Trainer program in Chicago*
July 21:	*ERC*
July 28:	*ERC*

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

Thom McDaniel updated the Executive Board that all applicants to the Seniority List Advisory (SLI) Group had been contacted. The applicants had been informed of those selected to serve on the SLI Advisory Group. Thom reported that a final list of the Members of the SLI Advisory Group would be available once those chosen have accepted the position.

The Board **agreed** to hold a Conference Call every Thursday at noon beginning on July 28 to discuss AirTran integration issues.

There was discussion.

Don Shipman made a **motion** to adjourn. Todd Gage **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1617.

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

Don Shipman
Board Member at Large