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

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Executive Board Meeting
March 15-17, 2011
Synopsis

Tuesday

March 15, 2011
Thom McDaniel called the Meeting to order at 0830.

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

John Parrott was excused due to illness.

Jimmy West was excused for vacation.

Stacy Martin was absent.

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

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

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

> *Thom reported that he had conducted Membership Meetings in Baltimore, Chicago, Orlando, Houston, and Dallas. Thom thanked Michael Massoni for conducting meetings in Phoenix, Oakland, and Las Vegas due to schedule conflicts and Cuyler Thompson for attending all meetings. The second Membership Meetings will be posted as soon as they are scheduled to give Members adequate time to bid to attend. Thom has attended several meetings and discussions regarding "Part-Time Recurrent and Initial Training Instructors." It appears that when the Company created these positions, they were designed to be short term to fill in for Supervisors, but there has been an effort to shift the "Instructors" to perform Supervisory duties and thereby bypassing Contractual Seniority Provisions. Thom and Allyson Parker-Lauck are looking for a resolution to a grievance on the issue and to address it on a wider scale in Negotiations. Thom attended the Dallas Message to the Field on February 28. It was a great opportunity to informally meet our Members and other Southwest Airlines (SWA) Employees and hear SWA's plans for the future. Thom has continued to build a positive working relationship with AirTran Flight Attendant Union Leaders. Thom thanked Jimmy West for participating in and coordinating water and lunch for the Orlando Informational Picketing on March 1. Thom and Allyson Parker-Lauck met with AirTran Union Leaders on March 8 informally to discuss their ongoing mediation as well as contractual and grievance issues. Thom participated in the AirTran Dallas Ft.*

Worth (DFW) Informational Picketing on April 9. There were approximately twenty AirTran Flight Attendants as well as many TWU Members including Local 556 Members Gwen Dunivent, Cat Dusek, and Don Shipman. The AFA Negotiating Team is returning to mediation with the Company. If they do not reach a deal, there will be informational pickets held at Chicago Midway on March 17, Milwaukee on March 25, and Baltimore/Washington on April 1. AirTran Flight Attendants will also be picketing their Shareholder Meeting on March 23 in Orlando following news that their CEO will receive a $5.7 million bonus with other Officers receiving an additional $14 million in bonuses while the Flight Attendants don't have a contract after 38 months of negotiating in good faith. AirTran Union Leaders have stressed that they are not picketing Southwest Airlines and are in favor of the acquisition. Thom chaired the meeting of the Texas Labor Management Conference in Austin on March 3. The Texas Labor Management Conference planning is almost completed. Thom was pleased to inform the Board that SWA Labor Attorney Christina Bennett has agreed to serve as the Management Co-Chair for the upcoming meeting, so it is an "all-SWA" Leadership Team. The next meeting will be March 30 in Austin. The Conference will be held June 20-23 in San Antonio. One of the workshops that will be held is a panel discussion on Southwest Airlines Labor Relations that Allyson Parker-Lauck has agreed to be a part of. Thom has continued to work with Allyson Parker-Lauck and Management to find solutions for the outstanding CWA/Open Time grievances. There has been some progress made, and Management hopes the new system upgrade will solve most of the problems. There has also been discussion about limiting the number of logins, staggering Open Time release, and prohibiting automated systems. Thom and John Parrott met with New Hire Class 248 to enroll them in the Union and explain the services, benefits, and responsibility of Union Membership on March 3. The class was very enthusiastic and seemed genuinely proud to be part of our industry leading Union. Thom thanked Audrey Stone, Kyle Whiteley, and Erich Schwenk for their big help on the Union presentation and thanked Michael Massoni, Allyson Parker-Lauck, Donna Keith, and Erich Schwenk for attending the presentation. TWU Local 556 also hosted a dinner for Class 248. Thom thanked Officers and Staff Members who attended. Thom attended Class 248's graduation on March 11 and it was very exciting to see a New Hire Flight Attendant Class after two and one half years of not hiring. Class 249 begins training on March 21, and the TWU Local 556 Presentation is on April 1. Thom and Donna Keith met with Sonya Lacore, Steve Murtoff, and Henry Townsend to discuss resolving issues with height/weight proportion decisions that had been made regarding Flight Attendant applicants. Management has agreed to address the issue more objectively related to job performance including fastening jumpseat harnesses, walking down aircraft aisles, and exiting emergency exits. Any Flight Attendants who do need help in this area will be dealt with sensitively and given ample time to find solutions. The Union and Company agreed that this can be a difficult subject and would work together to provide assistance to our Flight Attendants. Thom notified the Executive Board that Mike Hafner has requested to open the Contract under Article 24.6 regarding extended overwater flying, international flying, and adding new aircraft type. With the Executive Board's approval to waive the 60-day notice period, Thom is coordinating a schedule for negotiations with the Negotiating Team, Advisors, and Management. Thom has requested that Denny Sebesta, Allyson Parker-Lauck, and Don Shipman serve on the "800 Subcommittee" established by the 800 Side Letter and they have accepted. The Management "800 Subcommittee" will consist of Brendan Conlon, Mike Mankin, and Claire Taitte. Thom has coordinated the Local 556 participation in the TWU Cope Conference April 4-7 in Washington, DC. Attending on Local 556's behalf will be Michael Massoni, Addie Crisp, Holly Imamovic, Brett Nevarez, Jim Volpe, and Mark Savage. The theme for the conference is "Standing Together: Protecting Our Progress and Building Our Future." Local 556 Members are also encouraged to set up meetings with their elected officials to lobby on behalf of Flight Attendant, Labor, and Airline legislative issues. Thom continues to serve as Co-Office Manager addressing any personnel issues. Thom thanked Allyson Parker-Lauck for coordinating staffing and attendance while John Parrott is recovering. Thom participated in the Grievance Review Committee meeting on March 15. Thom also sat as Emergency On-Call Officer March 7-14. Thom will participate *in the TWU Live Broadcast on March 15 and has submitted articles to Unity Update, the TWU Insider, and has maintained the TWU Local 556 Facebook Group.*

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

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

> *Mark reported that since the last Executive Board Meeting he has continued to keep abreast of the Local's AT&T Mobile account. He recently noticed a discrepancy and had it corrected which will result in an upcoming credit of over $600. Mark stated that he did a system wide lounge mobilization for Oakland Domicile Executive Board Member (DEBM) Todd Gage on February 20. The new Aviation Safety Action Program (ASAP) was a main focus of the mobilization and Mark was surprised to note that while most Flight Attendants are very receptive to the program, the more senior Members of the Membership still seem to be distrusting. He spoke with several Flight Attendants who had already filed an ASAP report and most reports seemed to be involving updates to their manuals. On March 10 and 11, Mark, along with Recording Secretary Cuyler Thompson met with several members of the Project Redesign Team. They discussed several ways that their recommendations can be implemented in the upcoming round of Bylaw amendments. Finally, Mark stated that he worked in the Local's Office on Monday May 14, answered calls from numerous Members, and logged all calls into Laborsoft. Mark noted that regretfully, he was unable to attend a 1st Quarter Membership meeting due to being out of the country on vacation.*

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

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

> *In February, John had Shop Steward Louie Sibaja in the lounge for the monthly lounge mobilizations. John wrote the Hotline Script for February 18 and March 4. John has been in constant communication with his Shop Stewards and sent out an E-Connection for February 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. As far as meetings go, John will be having lunch with Base Manager Deb Edwards on the 22 and will be attending the Cabin Services Meeting in Phoenix on April 21. Finally, John informed the Board that Assistant Base Manage Jenny Kaminski has been promoted to Manager of Customer Experience and while John and Jenny didn't always agree on everything, John wishes Jenny the best of luck in her new endeavor.*

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

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

> *Audrey reports that activity at the base has slowed down a bit, although Fact-Finding Meetings are still taking place. Most recently, they have been regarding customer complaint letter, intentional disregard of an assignment, cell phone usage, and a failure to disarm doors which resulted in a suspension. Audrey attended the Baltimore Message to the Field on February 17, as well as the Membership Meeting on February 22. Following the Membership Meeting, Shop Stewards were taken out to lunch. Audrey also met with Base Manager Rachel Derrossett on February 22, and plans to meet again next week to discuss the base. She reports that all Shop Stewards were contacted via email on February 26*

and an E-Connection was sent on February 28. Lounge mobilizations were conducted February 20 and 22. Unity Update was distributed on March 1 and the glass case was updated on March 4. The base page was updated on March 13, and Audrey also worked the Weekend On Call program the same day. She reports that she continues to assist and schedule the weekend hours. Baltimore is scheduled to receive almost 90 of the recent New Hire Flight Attendants and Shop Steward Stephanie Roberts will be attending base orientation today. The Open Time Focus Group has been put on hold at this point. The Baltimore Station will be conducting an annual Safety Fair on April 20 and we will have someone in attendance representing TWU Local 556.

Todd Gage made a **motion** to accept the Baltimore Base Report. Michael Massoni **seconded** the motion. The motion **carried**.

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

Crystal began her report by informing the Board about the four most recent changes in Houston Inflight administration: Houston Base Supervisor, Lisa Beaudion was promoted to Supervisor II filling the position vacated by Shannon Hiatt. Similarly, Houston Flight Attendants Ginger Fraley, Gerald Holloway and Dori Berkey were promoted to Base Supervisors. All three of the new Base Supervisors have served as Flight Attendants in Houston for several years. Crystal reported that several Fact-Finding Meetings have been held in the base for the following reasons: attendance points, alleged blocking of seats/rows, not being in boarding position, and uncourteous behavior while on duty. Houston has had one termination and one reinstatement in recent weeks. Construction in the Houston Airport is ongoing and is on target for completion in Fall 2011. The employee security line is still inconsistently monitored by RAM personnel and Crystal addressed this concern with Kevin Clark recently. Additionally, the new body scanners and x-ray conveyor belts lack cohesion. On February 14, 2011, a fundraiser for Houston Flight Attendant Helen Galindo was held in the Houston lounge entrance area. Helen underwent brain surgery to remove a non-malignant tumor on February 7, 2011 and is recovering at home. Crystal would like to thank the Executive Board and TWU Local 556 for the generous donation to this cause. To date over $3200 dollars has been raised for Helen's recovery. On February 7, 2011, Crystal flew to Dallas to serve as the Union's liaison during a meeting with Brent Harper and other members of the Customer of Size task force to discuss the recently changed Customer of Size procedure. A follow up meeting will be held on February 16, 2011 for further discussion. Since she last reported, Crystal has spent time in the Houston lounge on January 20, 2011, and February 9, 2011. Crystal reported that all Union publications have been distributed in the base; the Contract Education file and glass case are being updated; the Houston base Web page is up to date and a printed version of the Houston E-Connection was placed in Flight Attendant mailboxes in late January.

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

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

Todd starts his report by stating that he met with Base Manager John White twice this month. He was informed that an Assistant Base Manager replacement announcement could take up to six months. Former Shop Steward Cynthia Belle is now a Supervisor. The red rack has been organized, publications distributed, glass case updated with the March literature, an E-Connection was sent out, base page updated, and Shop Stewards were contacted at the end of February. Todd would like to thank Contract and Leave Coordinator Denny Sebesta for setting up a seminar for California Workmen's Comp in Oakland. The workshop will take place in mid-April. Denny, a couple of members of the

Grievance Team, Todd, and Mark Torrez will be attending it. Todd continues to get questions regarding the AirTran acquisition and about over water training. Todd attended the Membership Meeting on March 8 and split the Weekend On Call with Houston DEBM Crystal Reven on March 5 and 6. Shop Steward Donald Silva will be welcoming the New Hires in Oakland at their base orientation on Wednesday, March 16. Local Labor Council Delegate Matt Hettich participated in informational picketing with TSA in Oakland on March 8 in solidarity to unionize.

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**:

Chicago has had a few Fact-Finding Meetings during the last month. There still remains concern over Flight Attendants calling in sick, using electronics while on board the aircraft, and the old school attitude that taking a to-go bag off the aircraft is acceptable. There have also been managerial changes in Chicago. Suzanne Stephensen has been promoted to Assistant Base Manager in Chicago filling one of the two vacant spots. Scott Burfield has taken his position as a new Inflight Supervisor. There is currently one position open for an Inflight Supervisor in Chicago. All publications have been distributed. Donna updated the base page, straightened the red rack, has communicated with Shop Stewards and Base Management, the glass is updated and lounge mobilizations completed. Donna attended the Chicago Membership meeting on February 23. Donna also attended the Illinois / Indiana State Conference meeting on March 10, which was important due to developments in Wisconsin which may very well bleed over in to the surrounding states. Also attending the State Conference meeting were Ed Watt, TWU International Safety Representative and TWU political Field Assistant Gwen Dunivent. Donna participated in the Grievance Review Committee for March. Donna attended the New Hire orientation on March 3 as well as the New Hire dinner that evening. Donna and Thom McDaniel attended a meeting on March 4, concerning Flight Attendant height and weight proportion procedures with Sonya Lacore, and Henry Townsend. The meeting was productive with both sides receptive to the thoughts of the other. There was also discussion concerning a new approach to incentives for living healthy lifestyles and how we can effectively promote that lifestyle to our workgroup. Donna attended the Provisioning Meeting on March 14 at Headquarters concerning the 737-800 galley and procedures as Cabin Services representative. There was good progress made in this meeting as all parties involved were receptive to the safety and efficiency needs of Flight Attendants working on the Aircraft.

Michael Massoni made a **motion** to accept the Chicago Base Report. John Dipippa **seconded** the motion. The motion **carried**.

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

Bryan Orozco reported that he did two lounge mobilizations. He did a few Fact-Finding Meetings. He had a meeting with Scott Wells, the Las Vegas Base Manager, about the bag rooms. He met with Patricia Montemayor, the Assistant Base Manager, about not telling Flight Attendants what their points are. She said that she would address that with the Supervisors. Bryan cleaned the red rack, updated the glass case, updated the Web base page, sent out an E-Connection and had conversation with most of the Las Vegas Shop Stewards. Bryan asked to be excused from the May Executive Board Meeting for vacation. He is also asking for approval for two Flight Attendants to attend our Nevada State Conference lobby days in Carson City on the 30 and 31 of March.

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

Mark Torrez made a **motion** to excuse Bryan Orozco from the May 2011 Executive Board Meeting for vacation. Todd Gage **seconded** the motion. The motion **carried**.

Mark Torrez made a **motion** to send two Flight Attendants to the Nevada State Conference in Carson City. Todd Gage **seconded** the motion. The motion **carried**.

Todd Gage made a **motion** to excuse Thom McDaniel from the first day of the February 2011 Executive Board Meeting for attendance at a funeral. Michael Massoni **seconded** the motion. The motion **carried**.

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

CISM handled a total of 38 calls into the hotline the month of February. Below you will see the breakdown of the calls:

Aircraft Incident	*2*
Aircraft Mechanical	*6*
Assault on Employee	*1*
Bomb Threat	*1*
Decompression	*1*
Flight Attendant Illness on RON	*1*
Flight Attendant Personal Issue	*1*
Injury	*1*
Medical Emergency	*15*
Other	*3*
Passenger Misconduct	*1*
Personal Issue- Flight Attendant	*3*
Suicide- Attempted	*1*
Turbulence	*1*
Total:	***38***

Here are a few things happening with the CISM Team:

- *The Chairperson position has been opened up for letters of interest. The position requires a two-year commitment per term. The letter was sent out to all current CISM Team members.*
- *CISM will have Recurrent Training on April 12-14 in Dallas. If anyone is interested in attending the training or part of the training please contact me for information.*
- *11,000 red stickers have been ordered for the new Flight Attendant handbook-they will ready and hopefully be shipped to each base in the next week.*
- *I am working closely with the SWA Care Team to write language in each of our manuals so that we understand each other's roles in an accident.*
- *The CISM database is almost finished and ready for testing!*
- *Seven CISM Team members attended the ICISF World Congress on CISM.*

Michael Massoni made a **motion** to accept the CISM Committee Report. Todd Gage **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 = 10

ID	Event Date	Status	Summary
15	12/20/2010	Additional information submitted to ERC	incomplete revision
22	12/31/2010	Additional information submitted to ERC	R2 MX Issue/PIC failure report MX
27	01/11/2011	Additional information submitted to ERC	Deicing fluid entered aircraft
38	02/4/2011	Additional information submitted to ERC	PAX removed, checked bag not
42	02/17/2011	Additional information submitted to ERC	Pilot failed to write up safety issue
43	02/17/2011	Additional information submitted to ERC	bag in front lavatory
44	02/19/2011	Sent to ERC for review	failed to reseat exit row
45	02/20/2011	Sent to ERC for review	unable to collect service items
46	02/21/2011	Sent to ERC for review	pain in shoulder assisting with bags
47	02/21/2011	Sent to ERC for review	failure to brief exit row
48	02/21/2011	Sent to ERC for review	De-Icing Fluid Leaked into cabin
49	02/18/2011	Sent to ERC for review	Boarding/ Passenger
50	02/24/2011	Sent to ERC for review	Final Decent PA
51	02/28/2011	Sent to ERC for review	Arm/Disarm Door.
52	03/2/2011	Sent to ERC for review	items placed in wheelchair comp
54	03/3/2011	Sent to ERC for review	POB plugged into lo instead of hi
55	03/3/2011	Sent to ERC for review	failure to brief crew
56	03/7/2011	Sent to ERC for review	missing bulletin

ASAP Reports received to date: *56*

- *Accepted Reports to date (TWU) =* *38*

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

Report	Acceptance Deadline
ASHDI 1764 (AVIATION SAFETY/SECURITY)	Mon 05/23/2011

ASHDI Incident Reports received to date:

- *Accepted Reports to date (TWU) =190*

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

- *02/14/11 through 03/14/11 = 102*
- *Emergencies Declared = 21*
- *All OF 2011 to Date = 258*
- *ALL OF 2010 = 1413*
- *ALL OF 2009 = 1210*
- *ALL OF 2008 = 940*

- *TWU Local 556 Safety and Security Coordinator, Michael Massoni and Cabin Services Communications are continuing their Communications Campaign on the subject of proper boarding procedures as outlined in the FAM and GOM. The second phase of this campaign is upcoming articles in Unity Magazine and Onboard, as well as corresponding Ground Operations publications. These communications are designed to instill on both Flight Attendants and Ops Agents, the importance of following the prescribed procedures for boarding on every single flight of every single day. The other medium that will be employed during the campaign is the use of the media tiles in the base lounges. The procedures will also be highlighted in Recurrent Training (RT) and addressed on Inflight Audits when the procedures are not followed as outlined in the FAM/FOM.*

- *TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni represented the Union in additional meetings of the* <u>*737-800 List of Passenger Accommodations (LOPA) Task Force*</u>*. This group, which is also made up of members of Inflight Management and four line flying Flight Attendants is continuing it's work on cabin and galley configuration, as well as, operational procedures for the aircraft. Southwest Airlines Executive Leadership will utilize the recommendations of the LOPA taskforce in determining final aircraft configuration, as well as, operational procedures. The LOPA Task Force has met a total of six times to date and has covered in-depth analysis of the following configuration and procedural facets for the new fleet type:*
    - *Emergency Equipment Locations*
    - *LAV and Galley Locations*
    - *Jumpseat Layout*
    - *FWD Entry Area Monument (Windscreen) Design/Egress Width*
    - *OHB Design and Volume (Standard vs. Jumbo vs. Articulating)*
    - *AFT Galley Layout Considerations*
    - *Standard 737NG Cabin vs. Sky ***(The BSI has been selected and ordered)*
    - *Boarding Positions*
    - *Equipment Check*
    - *General Service Procedures*
    - *Snack Service Procedures*
    - *Demo Positions*
    - *Evacuation Duties*
    - *Planned and Unplanned Emergency Procedures*

Our last four meetings included members of Provisioning, Maintenance and Engineering as well as members of Composites Unlimited, Southwest Airlines primary galley provider. Our last meeting took place at Southwest Airlines Headquarters where we continued vetting:

1. *Cart provisioning configurations*
2. *Use of carts in the aisle for service and*
3. *Single/Double carts within the configuration*

As previously reported concerns have been expressed by our Union on the lack of space afforded in the G4B galley complex with either of the double jumpseats in the down position, as they would be with a jumpseat rider(s) onboard. This lack of workspace inhibits the B, C, & D Flight Attendants abilities to (<u>*safely*</u> *and effectively) perform tray service. It has been further communicated that a number of engineering fixes were proposed by the Union and line flying members of the LOPA task force to fix this situation. However, these proposed fixes were deemed not possible for cost effectiveness and/or standardization related reasons. In lieu of these engineering type fixes, the only alternative left was procedural changes that point to the use of carts in the aisle for service. We (Cabin Services, the Union and the LOPA task force) are continuing our due diligence in exploring these procedural fixes and final results will be presented to Southwest Airlines Executive Planning Committee (EPC) on Tuesday March 15, 2011 for final disposition.*

- *TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni has been representing both Local 556 and Local 555 on behalf of the International on* <u>*deicing and defrosting procedural concerns that have risen out of a number of events that have taken place within SWA winter operations*</u>*. These events have created a number of slip/trip/fall hazards for Inflight and Ground Operations Employees as well as several incidents of deicing fluid being introduced into the aircraft cabin via door seal penetrations. TWU International, Local 556 and Local 555 in conjunction with the SWA Ground Operations Department worked together to alter procedures in order to preclude these hazard exposures to our Flight Attendants and Ground Operations employees and produced Operations*

Manual Changes in deicing/defrosting procedures and the issuance of Read-for-Work (RFW: 11-30) which in part stated:

- *Recent irregularities have indicated that Type I deicing/anti-icing fluid has been observed entering the cabin through the seams of the emergency exits and closed cabin service doors. As a result, effective immediately, all door seams are considered non-direct spray areas of the aircraft. If frozen contaminants are present in the area of a door seam, fluid must be sprayed above the closed door. This allows for the heated fluid to flow over the seam without the force that could lead to fluid entering the cabin.*

Additionally, the Inflight ASAP ERC is involved through multiple ASAP reports that have been received concerning door seal penetration events. These ASAP reports in conjunction with pressure exerted by the TWU Local 556 Safety Team has given way to Inflight Services issuance of RBF 2011-049 which outlines new Flight Attendant procedures in deicing fluid seepage events and in part states:

- *If you experience a small quantity of deicing fluid leakage into the cabin, standard clean up procedures may be employed utilizing Personal Protective Equipment (PPE); e.g. gloves that are used for trash cleanup and face masks. These items are readily available onboard (or at the Station) and again can be used to clean up small spills of deicing fluid. Depending on the size of the spill, you would follow the same procedures as outlined in the FAM, Security & Hazmat, Sec. 12.3.3, or First Aid, Sec. 3.6.1. <u>If the Flight Attendant(s) determine the risk level to be high, or if she/he encounters an extremely large spill, clean up will not be the responsibility of the Flight Attendant(s); instead, notify the Flight Deck immediately and prescribed Company procedures will be followed to arrange for cleanup of aircraft and disposal of waste.</u>*

- *Per the <u>Critical Incident Stress Management (CISM) Committee</u> Standard Operating Procedures (SOP), adopted several years ago, the Chairperson's position is being opened up for applications to all current CISM Members. The open call communication was disseminated on March 11 and will close on March 18. TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni along with Southwest Airlines Director of Base Operations, Henry Townsend will be conducting both the vetting and interview process for this very important leadership position.*

<u>OPEN DISCUSSION ITEM(S):</u>

- *The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)*
  - *Continued Education & Awareness*
  - *Continued challenges concerning the scope, purpose and intent of the program*
  - *Possible remedial ERC training by AFS230*

<u>SCHEDULED AND STANDING MEETINGS:</u>

- *Monday, March 14, 2011 @ 1000hrs CDT – 737-800 LOPA Task Force with Inflight Safety and Regulatory Standards, Cabin Service Strategic Planning, Provisioning and Maintenance & Engineering*
- *Monday, March 14, 2011 @ 1500hrs CDT – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards*
- *Friday March 18, 2011 – ASAP ERC Meeting 1100hrs CST – 1500hrs CST*
- *Sunday March 20, 2011 through Monday March 21, 2011 – International Health and Safety Taskforce Meeting in Washington, DC*

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

The Board took a break at 0953 and reconvened at 1011.

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

John Parrott was excused due to illness.

Jimmy West was excused for vacation.

Stacy Martin was absent.

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

> *Mark reported that he has received one application for the 2011 scholarships so far. There have been several applications received by the Union Office in need of a signature but no other completed applications have been received. Mark stated that there will be an advertisement appearing shortly on TWU556.org thanks to Communications Coordinator Kyle Whiteley. He encouraged all Board Members to promote the Local's Scholarship Program. Mark will be appearing on the upcoming Live Broadcast to discuss the Scholarship Program.*

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

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

> *Audrey wants to thank Erich Schwenk for his work on a Power Point to go along with Thom McDaniel's New Hire presentation. Audrey reports that she also prepared an agenda to use for base orientation. Additional Contract Live videos will be filmed this month, as well as Contract Resource Guidesheets completed. Audrey is continuing to work to ensure all settlement letters are published after they are agreed upon and signed.*

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

Cuyler Thompson submitted the **Professional Standards (PS) Committee Report** for Chair Michael Broadhead:

Total calls/queries	*19*
Total PS calls resulting in discussions	*14*
Cases worked	*9*
Cases with Pilots	*0*
Favorable results	*7*
Percentage as favorable	*77%*

> *In this report, I have added a new line of information. It is now the second line in the report. This is to more accurately reflect total committee activity. Many of the discussions we have with crew members may in fact not be about issues PS can work within the definition of the program. However Committee Members do in fact spend a great deal of their time helping fellow crew members to better decipher a situation and help suggest areas or person(s) to consider. To further explain using this month's data:*

We had nineteen requests for assistance. We responded to all requests and of that, fourteen crew members returned our phone calls. We did have one call this month that was referred directly to the Flight Attendant Assistance Program (FAAP). We had two calls that were directly referred to Paula Cooper, Senior Manager Employee Relations. We lost one Committee Member: Cynthia Belle, who is now an Inflight Supervisor in Oakland. On February 25, 2011 I presented the new Professional Standards New Hire Presentation to class #248. There were approximately 120+ in attendance. In the week prior to the presentation, I completely revamped and redeveloped the entire presentation. I wanted the new PS program to have an effective and interactive presentation for New Hires that accomplished two objectives: 1) Clearly identify the environmental and human factors that increase the likelihood of conflict and how to use respect in each response to conflict with coworkers and 2) Give a clear and concise review of the program and examples of how it works. Feedback I had from the presentation indicated it was well received. Attendees also included Steve Murtoff, Henry Townsend, Paula Gaudet and Michael Massoni. On February 10 we held our first ever, PS recurrent training in Chicago with fifteen attending. We had three Committee Members that could not attend. I researched and developed new curriculum for this training. It was a full day of information, procedure reviews, and discussions and was very interactive. We also had a Pilot from PS speak to the class as well. I feel as a result of the RT for PS, the Committee Members are now more effective and better skilled and the result of the training has been outstanding.

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

Michael Massoni submitted the **Health Committee Report** for Chair Michele Moore:

ASAP
I review all ASAP reports prior to the ERC meetings. I have been attending all the ERC meetings as the alternate to ensure we are being consistent (in the event I act as primary during a meeting) since the program is still new. This has proved to be a good practice, as the one time I was the primary, I had the knowledge of the previous meeting to help me in my decision making process.

ENS Follow-ups

- *Level I passenger threat – plane diversion – Flight Attendants were shaken up, serious miscommunication from the Company, one Flight Attendant was pulled. The passenger was arrested and had made comments about wanting to blow up the aircraft*
- *Flight had approximately twelve passengers get ill during flight, the flight did not divert and all the crew members wanted to continue on. The aircraft was cleaned by a hazmat team and on follow-up with the Flight Attendants several days later, none experienced symptoms. All the passengers had just gotten off a cruise ship. Only two of them wanted medical attention upon landing*
- *Through counts were off on a flight and on the previous flight there had been a spinner. The crew felt the situation should have been handled at the departing station, not the station where the passenger fled*
- *There was a severe reaction to de-icing fluid coming into the aircraft. One Flight Attendant had a chemical seizure and ended up in the hospital for several days because of the contact with the fluid. Another Flight Attendant felt ill for a short time, but didn't need medical attention.*
    - *De-icing fluid coming into the aircraft has been a recurring event during the course of the winter months and Michael Massoni and I have been trying to get resolution to the situation. It became an ASAP issue and just last week Michael was able to get the situation addressed with the Company and a solution was reached*

- *There was a flight turn back due to the smell of smoke in the cabin. The Flight Attendants said the crew coordination was very effective and didn't feel any follow up was necessary*
- *A passenger flew on two of our flights and later realized she had the measles. The Company and crews were notified several days later. The Company notified all the passengers that were on the flights. None of the Flight Attendants experienced measles symptoms.*

I have been speaking with Alexis Manser of Wellness Source, Inc. about venous disease and the effects of air travel on the condition. They offer medical compression socks and hose and have a plan that allows you to receive several free pairs a year if you have United Healthcare. We are putting together an informational memo/packet for the Flight Attendants so they can take advantage of the compression garments as well as know the risks and symptoms of blood clots. I have been in communication with Jan Brown, a retired United Flight Attendant. Jan was involved in the United crash in 1989 and is organizing a task force to try to get child restraints be required for use on the aircraft.

Other Follow-up Issues

- *A turbulence event that the Flight Attendant needed guidance on seeking medical attention if needed*
- *A medical event on the aircraft involving a Flight Attendant where the company mis-communicated again*

Meetings Attended and Future Meetings

February 5-11:	*Attended a Train the Trainer Workshop at the National Labor College at the request of the International TWU-I will be facilitating Health and Safety Training classes periodically at the request of the International Health and Safety Task Force*
February 23-24:	*ERC meeting prep and ERC meeting*
February 28:	*Conference call with International Health and Safety Task Force*
March 9-10:	*ERC meeting prep and ERC meeting*
March 14:	*Health and Safety Committee – monthly meeting with Inflight Safety Team*
March 23-24:	*ERC meeting prep and ERC meeting*
March 27-31:	*NTSB training for Go-Team qualification*

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

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

I am very pleased to announce that the Weekly Report is now available on the Union's Web site, and that we have already had many Executive Board Members, Committee Chairs, and Office Team Members posting. As a reminder, the Weekly Report is a place for Union Leadership to share with the Membership what we are working on, how some of the dues money is being spent, and a place to celebrate our successes and share some of our challenges. The Weekly Report by design is a voluntary program. Postings should be short and concise to encourage readership, and should be limited to one or two postings per person per week. Please err on the side of caution when talking about the work being performed, and the details provided to maintain the confidentiality of our Members and strategic planning regarding negotiations, grievances, and other sensitive matters. Cuyler Thompson will be writing an article for the April Unity laying out the program to the TWU 556 Membership. If anyone notices technical issues with the program, please contact me. I would like to point out the Katie Dexter at Appletree Media Works really came through for us by quickly working on the programming. The March Unity Update should be at the printer Wednesday, arriving in the bases over the weekend. Please *don't forget that BMAL, DEBM, and the President's articles are due March 20. We need to have the issue at the printer by April 4. This date will ensure we have the magazine out to the Membership by April 20. Our next live Web cast will be held on March 16 at 1800 CST. Audrey Stone will ask questions to Thom McDaniel, and Mark Torrez will be on hand to discuss the scholarships being offered this year. In an effort to fix our audio problems, I have purchased and am donating three wired lavaliere microphones. I hope that this will fix the audio problems that we have experienced in the past. We have had a Member and an Executive Board Member request that a written transcript be provided of our Web cast. The most cost efficient and best option in my opinion to provide a transcript is a service that will cost $30.00 per broadcast, with a turnaround time of five business days. I will be testing the transcription service this coming week. I have updated the E-Connection template to make it a little more consistent with the look of our branding and Web site. We did much better this month than last on getting E-Connections out, and I would like to thank the Domicile Executive Board Members for their efforts. Our focus for the mobilizations being held on the twentieth is The Lists. Please familiarize yourself with the program on the TWU Web site. Over Christmas, work was performed on the program to make it more user friendly, and to increase the speed of the search engine. Please make sure that the Flight Attendants are aware of The Lists, and how they can benefit from using it. Regretfully, when I pulled the site statistics for the month, the data was unavailable. I will see about getting the information for next month's report.*

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

Michael Massoni made a **motion** to provide written transcripts to the Live Broadcasts. Cuyler Thompson **seconded** the motion. The motion **did not carry**.

Cuyler Thompson submitted the **Orlando Base Report** for Domicile Executive Board Member Jimmy West:

Jimmy reported that Fact-Finding Meetings remain consistent in Orlando. Jimmy reported that the main issue for the meetings are delay of flight. Jimmy reported that when the bad weather affected our system and scheduling had placed a long message on the VRU, some Flight Attendants were unable to check in and received FTR's. Jimmy reported that he worked with the Orlando Inflight base and got the FTR's removed. Jimmy reported that he and Orlando based Flight Attendant John McEvoy picketed with about 50 AirTran Flight Attendant's. Jimmy reported that AirTran currently has 175 Flight Attendants based in Orlando but will be increasing to 400 Flight Attendant's by June 1, 2011. Jimmy would like to thank Orlando Shop Steward Vickie Evangelista for conducting the February 20 lounge mobilization. Jimmy reported the Unity Update was distributed on March 11, and an E-Connection has been sent out. Jimmy reported the red rack and glass case are up to date. Jimmy reported a picture of the glass case is available upon request.

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

Cuyler Thompson submitted the **TWU Air Transport Division / Working Women's Committee (ATD/WWC) Report** for Co-Chair Cat Dusek:

I attended the first of three annual ATDWWC meetings on March 7 and 8. There were approximately 35 other TWU representatives from many different locals present. The group was addressed by Jeanette Almon, an EAP Counselor, as well as Kathy Briggs, a Manager of Arbitration for American Airlines. We were joined by Ed Watt, the Director of Health and Safety for TWU. The whole group participated in a "Body Mapping" exercise designed to help identify workers' job-related injuries,illnesses and *stresses and demonstrate patterns and trends relating to them. Margaret Sadler of Local 555 spoke briefly about the potentially heavy effects of social media (Facebook,Twitter etc) involving worker penalization including terminations. The short message on that is to warn co-workers about the dangers of posting negative or inflammatory comments regarding ones employer on any form of media that can be viewed by the public. Catherine Jackson of Southwest Airlines Dispatchers attended the annual Women in Aviation Conference this year in Reno, Nevada. At the ATDWWC meeting she brought up the fact that that conference is dominated by Pilot representation. The Women in Aviation Conference is being held in Dallas next year. We should consider sending Flight Attendants to be in attendance and represent alongside our SWA Pilots at this extraordinary event. I for one would love the chance to attend. On Wednesday March 9, I was fortunate enough to join with our Union brothers and sisters from AirTran for a picketing event out at DFW. The Flight Attendants from AirTran have been without a contract for three years. The WWC as well as Southwest Flight Attendants had a good showing for the march. It is important for us as both TWU and Southwest Airlines representatives to stand with them in their fight. The next WWC meeting will be in July and will be hosted by our NASA Local out in Florida. I have been afforded fantastic learning experiences and a chance to both serve and represent my Union by participating in these meetings for the last couple of years. I would love the opportunity to afford some more of our Members the chance to join me. In my hope to garner support and attention to our own Working Women's Committee, I am hoping to have one of our Members join me at the next meeting.*

Cuyler Thompson made a **motion** to accept the TWU Air Transport Division Working Women's Committee Report. Don Shipman **seconded** the motion. The motion **carried**.

Cuyler Thompson presented the **Shop Steward Committee Report**. There was no written report submitted.

Todd Gage made a **motion** to accept the Shop Steward Committee Report. Crystal Reven **seconded** the motion. The motion **carried**.

There was discussion.

Todd Gage presented the **Veteran's Committee Report**. There was no written report submitted.

Cuyler Thompson made a **motion** to accept the Veteran's Committee Report. Karen Amos **seconded** the motion. The motion **carried**.

John Dipippa presented the **Cabin Services Committee Report**. There was no written report submitted.

Karen Amos made a **motion** to accept the Cabin Services Committee Report. Todd Gage **seconded** the motion. The motion **carried**.

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

Don Shipman was excused at 1123 to attend a 737-800 Subcommittee Meeting.

Michael Massoni left the Meeting at 1128.

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

Michael Massoni returned at 1137.

Thom McDaniel left the Meeting at 1137.

Michael Massoni chaired the Meeting.

John Dipippa left the Meeting at 1139.

Thom McDaniel returned to the Meeting at 1140.

The Board made corrections and changes to the Minutes.

John Dipippa returned to the Meeting at 1149.

The Board went to lunch at 1218 and reconvened at 1400.

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

John Parrott was excused due to illness.

Jimmy West was excused for vacation.

Stacy Martin was absent.

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 Meeting.

Cuyler Thompson made a **motion** to pay Shop Steward Anne Barnes an additional four TFP for conducting a Fact-Finding Meeting after the completion of a lounge mobilization. Karen Amos **seconded** the motion.

Michael Massoni made a **motion** to amend the motion on the floor to strike the word “four” and replace it with the word “two.” Donna Keith **seconded** the motion. The motion **carried**.

The main motion **did not carry**.

Cuyler Thompson **agreed** to notify Anne Barnes that she would not be paid the additional TFP.

Todd Gage made a **motion** to purchase a $35 ticket for Local Labor Delegate Matt Hettich to attend a dinner in support of workers locked out at Castlewood. Mark Torrez **seconded** the motion. The motion **carried**.

John Dipippa discussed reducing the frequency during which each bases’ glass case was updated from monthly to quarterly. There was discussion that Kyle Whiteley had agreed to print the glass case materials each month and present to the DEBMs to take back to their base. The Executive Board **agreed** to continue to update the bulletin boards on a monthly basis.

It was noted that “The Lists,” the Local’s online bulletin board, hosted on the TWU 556 Web site, would be the subject of March’s lounge mobilization the following week.

There was discussion about creating and publishing a timeline to visually aid our Members in understanding where we were in the proposed AirTran acquisition. Thom McDaniel **agreed** to contact the Local’s strategic advisor, Mark Richards, regarding this issue.

Thom McDaniel was excused at 1544.

Cuyler Thompson submitted copies of Article XIX Charges submitted by Greg Hofer in which Mr. Hofer alleged that Thom McDaniel had violated the working rules of Local 556 and/or the Labor-Management Reporting and Disclosure Act.

The Board took a break at 1545 and reconvened at 1600.

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

Thom McDaniel was excused.

John Parrott was excused due to illness.

Jimmy West was excused for vacation.

Stacy Martin was absent.

Cuyler Thompson made a **motion** to vote on the Article XIX Charges by a roll call vote. Audrey Stone **seconded** the motion. The motion **carried**.

The Board **agreed** that according to the TWU Constitution, Article XIX Section 3, "the Local Executive Board shall review the charges and consider them improper if (a) The charges ***do not*** state the exact nature of the alleged offense as required by Section 1 of this Article; (b) The charges are untimely under Section 2 of this Article; (c) The act complained of ***does not*** sustain a charge of a violation of the Constitution or conduct unbecoming a Member of the Union; (d) The charges involve a question which should be decided by the Membership at a Membership Meeting and not by the trail procedure."

A **Roll Call Vote** was conducted on the question on the floor:

Article XIX Section 3 (a) "The charges ***do not*** *state the exact nature of the alleged offense as required by Section 1 of this Article"*

Mark Torrez	Nay
Todd Gage	Nay
Audrey Stone	Nay
Don Shipman	Nay
John DiPippa	Nay
Karen Amos	Nay
Michael Massoni	Chair
Donna Keith	Nay
Cuyler Thompson	Nay
Bryan Orozco	Nay
Crystal Reven	Nay

Article XIX Section 3 (b) "The charges are untimely under Section 2 of this Article;"

Mark Torrez	Nay
Todd Gage	Nay

Audrey Stone	Nay
Don Shipman	Nay
John DiPippa	Nay
Karen Amos	Nay
Michael Massoni	Chair
Donna Keith	Nay
Cuyler Thompson	Nay
Bryan Orozco	Nay
Crystal Reven	Nay

Article XIX Section 3 (c) "The act complained of does not sustain a charge of a violation of the Constitution or conduct unbecoming a member of the Union;"

Mark Torrez	Yea
Todd Gage	Yea
Audrey Stone	Yea
Don Shipman	Yea
John DiPippa	Yea
Karen Amos	Yea
Michael Massoni	Chair
Donna Keith	Yea
Cuyler Thompson	Yea
Bryan Orozco	Yea
Crystal Reven	Yea

The Board **agreed** that since Greg Hofer's charge did not sustain a charge of a violation of the Constitution or conduct unbecoming a Member of the Union, it was not necessary to vote on question (d) of Article XIX Section 3.

The Executive Board deemed the charge against Thom McDaniel improper.

Cuyler Thompson made a **motion** to recess. Don Shipman **seconded** the motion. The motion **carried**.

Michael Massoni recessed the Meeting at 1614.

Wednesday

March 16, 2011

Thom McDaniel called the Meeting to order at 0830.

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

John Parrott was excused due to illness.

Jimmy West was excused for vacation.

Karen Amos and Stacy Martin were absent.

Grievance Chair Allyson Parker-Lauck and Grievance Team Member Catherine Rea were present at the Meeting to discuss the merits of a Grievance.

A Grievant entered the Meeting at 0840 to discuss the merits of the Grievance.

Catherine Rea and the Grievant were excused at 0858.

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

Allyson Parker-Lauck presented the **Grievance Committee Report**. There was no written report submitted.

Don Shipman made a **motion** to accept the settlement to a Grievance. John Dipippa **seconded** the motion. The motion **carried**.

Todd Gage made a **motion** to proceed on two Grievances per the Grievance Review Committee. Michael Massoni **seconded** the motion. The motion **carried**.

Michael Massoni made a **motion** not to proceed on three Grievances per the Grievance Review Committee. Todd Gage **seconded** the motion. The motion **carried**.

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

The Board took a break at 0958 and reconvened at 1004.

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

John Parrott was excused due to illness.

Jimmy West was excused for vacation.

Karen Amos and Stacy Martin were absent.

The Board **agreed** that Allyson Parker-Lauck should attend the monthly meetings with Management Representatives.

Karen Amos and Southwest Airlines Management Representatives Mike Mankin, Adam Carlyle and Steve Murtoff entered the Meeting at 1007.

> *Mike Mankin submitted copies of the Sick Leave and Productivity Review for the Board to review. There was discussion. Adam Carlyle reported that these monthly statistics were compiled using information from the North American crew Utilization group (NACU). He went on to say that this group is made up of major carriers only and that regional carriers were not included in the statistics. There was discussion regarding how and when Management made the determination to implement Emergency Sick Call Procedures. Thom noted that it was his understanding that the determination would be based on the likelihood of flight cancellations and/or to limit the rescheduling of lineholders. Adam Carlyle explained how the determination was made. Thom McDaniel asked again about increasing the numbers of reserves to alleviate the problem. Mike Mankin said he would check on that with Brendan Conlon. Mike Mankin noted that he had looked into Jimmy West's trip as requested the previous month and*

noted the reasons for the numerous deadheads. He reported that a review of the Crewsolver software used by the Company was ongoing. Steve Murtoff reported that at the request of the Executive Board, a new glass case containing Security-Sensitive Information had been installed in all of the Flight Attendant lounges. He noted that Brent Harper would soon be publishing a Read Before Fly (RBF) on the matter. Mike Mankin reported that a new feature of Crew Web Access (CWA) would enable Flight Attendants to more accurately view what days they were agreeing to work when picking up Reserve days. Mike Mankin reported that per David Curry, the blue scarves and ties with red dots or blue and yellow stripes are all approved to be worn with the Flight Attendant uniform. It was noted that patriotic ties were acceptable to be worn as well. Mark Torrez asked if the Oakland base had been notified. Audrey Stone clarified with Management that a Flight Attendant would not be given a No Show or Might Be Late (MBL) if they had two pairings on the same day and missed the second pairing because the first one ran late. Cuyler Thompson asked if the Management Representatives had any information on the Executive Board's request that Customers with pets be issued Boarding Verification Documents (BVDs) to give to the 'A' position Flight Attendant when boarding. The representatives had no information. Cuyler Thompson asked about the Union's request that Management seek to get the Pilots to more realistically manage the fasten seatbelt sign during flights. The representatives had no information. Steve Murtoff agreed to have a discussion with other Inflight leaders and "see if we can take it to Flight Ops." Mike Mankin reported that the Flight Attendant Work and Conduct Rules revision was awaiting final approval by Inflight leadership. Cuyler Thompson clarified with Steve Murtoff how Inflight Supervisors were trained to handle Irregularity Reports (IRs) during Fact-Finding Meetings. Steve assured the Board that all employees in Base Management had been instructed to read Irregularity Reports aloud during Fact-Finding Meetings. He noted, however, that if an IR contained inflammatory language or was overly emotional, its contents would be paraphrased out of respect for the Flight Attendant who was the subject of the Fact-Finding. Thom McDaniel asked about why our on-time performance had been so bad. Mike Mankin reported that the recent high load factors were primarily to blame. Crystal Reven asked if it was poor staffing of ground personnel. Cuyler asked about the Union's request that connection and/or gate information be provided to Flight Attendants as an enhancement to Customer service. Steve stated that he would look into it. Audrey Stone inquired as to why after an aircraft incident some of the Flight Attendants were offered a pull but not all of them, and asked them to remind Inflight Leaders to ensure all Flight Attendants are able to continue on. Thom asked if a CWA message had been sent out as a reminder about Daylight Savings Time. Thom asked if the TWU Local 556 Web site was intentionally blocked at gate podiums. It was reported that 115 internal applicants had been invited to the next Flight Attendant training class and that 106 had just graduated. Fifty-two had been scheduled for the April class. Thom McDaniel asked if the training department could provide an extra bus so that the trainees could make it home on their last day. Michael Massoni asked that the number to the gate podiums/gate readers be posted next to the phones in the jetways so that the Flight Attendant could contact the Operations Agents. Donna Keith reported that the names of Flight Attendant who were out on medical leaves were posted in several of the Inflight base offices on a dry-erase board and that this was a confidentiality violation. Steve Murtoff stated that he would take care of it. There was discussion regarding the fact that too many carry-ons were making it aboard our aircraft. There was discussion regarding the number of seatbelt extensions that were required to be stocked on our aircraft. It was determined that there should be six. Crystal Reven discussed the fact that the Virgin Blue aircraft galley was in a state of disrepair and caused injury.

The Southwest Airlines Management Representatives left the Meeting at 1108.

Grievance Team Member Brandon Hillhouse entered the Meeting at 1110 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1129 to discuss the merits of the Grievance.

Brandon Hillhouse and the Grievant were excused at 1137.

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

Crystal Reven made a **motion** to proceed on a Grievance. Karen Amos **seconded** the motion. The motion **carried**.

The Board went to lunch at 1235 and reconvened at 1400.

Allyson Parker-Lauck and Denny Sebesta were guests at the Meeting to discuss issues with unscheduled Remain Overnights (RONs) versus waiving the maximum duty day to return home and required domicile breaks.

The Board **agreed** to discuss the issues further, later in the Meeting.

Denny Sebesta was excused at 1454.

M5 Representative Frank Mastrangelo entered the Meeting at 1500 to aid Executive Board Members in updating their computers to be compatible with the Local's new server.

Frank Mastrangelo was excused at 1519.

Grievance Team Member Chris St. Julian entered the Meeting at 1522 to discuss the merits of a Grievance.

The Board spoke with a Grievant via conference call at 1537.

Chris St. Julian was excused at 1548.

Don Shipman made a **motion** to proceed on a Grievance. Audrey Stone **seconded** the motion. The motion **carried**.

Grievance Team Member Erich Schwenk entered the Meeting at 1551 to discuss the merits of a Grievance.

The Board took a break at 1605 and reconvened at 1612.

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

John Parrott was excused due to illness.

Jimmy West was excused for vacation.

Stacy Martin was absent.

Allyson Parker-Lauck and Erich Schwenk were guests at the Meeting.

A Grievant entered the Meeting at 1619 to discuss the merits of the Grievance.

Erich Schwenk and the Grievant were excused at 1653.

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

Allyson Parker-Lauck was excused at 1716.

Audrey Stone made a **motion** to recess. Don Shipman **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1719.

Thursday

March 17, 2011

Thom McDaniel called the Meeting to order at 0830.

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

John Parrott was excused due to illness.

Jimmy West was excused for vacation.

Todd Gage was excused for a previous commitment.

Allyson Parker-Lauck and Erich Schwenk were guests at the Meeting to discuss the merits of a Grievance.

Legal counsel Ed Cloutman was a guest at the Meeting and discussed the merits of a Grievance.

Ed Cloutman, Allyson Parker-Lauck and Erich Schwenk were excused at 0907.

Cuyler Thompson was excused to speak with Ed Cloutman at 0908.

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

Cuyler Thompson returned to the Meeting at 0915.

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

> *Karen attended two Fact-Finding Meetings and one Step Two Hearing in Dallas during the last month. Two additional Fact-Finding Meetings were scheduled and then canceled by Management. Karen would like to commend Becky Parker for her hard work which aided in the canceling of one Fact-Finding Meeting. Karen temped in the Union Office on the twenty first and twenty second of February and the fourth of March. Two lounge mobilizations were held in Dallas, one of which highlighted ASAP. Karen reported the Love Field parking garage is being restriped. The project started on level 4. Currently they are working on level 3 and will continue to 2 and finally the floor level. In the near future a memo will be given out to employees as they exit the parking garage, which must be signed confirming your acknowledgement that employees are to park on the 4th level. After that point if you are parked on any level other than 4, your garage parking privileges will be revoked. The Police*

Department will be ticketing for speeding and parking in areas other than designated parking spots. Speeding will also revoke one's parking privileges. The second sky bridge that connects the airport to the terminal has been shut down therefore it is now necessary to go through the main terminal area and up the escalator located by baggage claim to access the check in phone which is upstairs by the Pilots' lounge. Quite a few Flight Attendants have requested that the phone be moved to a more easily accessible location. Karen spoke with Dallas Management and was told that relocating the phone was not being considered at this time but alluded that the phone would be moved when the construction affects the area where the phone is now located. All Union publications have been distributed. The red rack has been cleaned and reorganized. The Union glass case has been updated. An E-Connection was sent out. All Dallas Shop Stewards have been contacted via email. Karen continues to take numerous calls from Flight Attendants and is honored to serve the TWU Membership.

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

Thom McDaniel submitted copies of the transition agreement side letter regarding the AirTran acquisition between the Southwest Airlines Pilots Association (SWAPA) and the Southwest Airlines Company. The side letter basically requires that if the acquisition is approved, the transition to a single carrier must be completed within two years, current productivity levels will be maintained, and that all future growth occurs at Southwest Airlines. Our Members are also protected by this agreement due do the "me-too" provisions under Article 3.10 of our Contract.

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

Uniform Chairperson Crystal Reven reported with great excitement that Lands' End Business Outfitters was selected to serve as the uniform provider for Southwest Airlines Flight Attendants and Ground personnel. All current stock will be depleted from Cintas during the transition period then Lands' End will take over production of all future items. Crystal reported that she has reached out to the Account Executives at Lands' End in an effort to congratulate them as well as open the lines of communication as we begin our next phase in the development of our next uniform. Crystal continues to correspond with all inquiring Flight Attendants about uniform issues or questions via email, Facebook and telephone. There are no plans to retire any other uniform pieces at this time. The new "Metro" parka will be available in coming weeks and the new "Zip Up" sweater is now available for order on the Cintas Web site. Unfortunately, due to the long process of selecting a uniform provider, the Uniform Sub-Committee has not been formed as we had wished it would by early 2011. In conclusion, Crystal reported that the quality and integrity of our uniform remains high on the list of her concerns and she will denounce any and all suggestions by Southwest Airlines for Lands' End to create a less than standard uniform simply to bring costs down to match those of Cintas.

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

There was discussion.

Michael Massoni left the Meeting at 0944.

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

Don assisted the Scheduling Committee by writing the Primary and Second Lines for the April bid period on February 23, 24, and 25, and March 9 and 10. The ongoing "enhancements" made to the

Southwest Airlines flight schedule and the changes Management has made to our pairings, have increased the time required to write quality lines beyond the time the committee is allotted by Crew Planning. Don attended the CoHeart meeting on March 8. He looks forward to resuming his role assisting the New Hires. Don also reported his attendance at the recent picketing event occurring at Dallas-Fort Worth International Airport held by AirTran Flight Attendants to show support for their protracted Contract Negotiations. The AirTran Flight Attendants have been unable to reach an agreement with AirTran Management during more than three years of Negotiations.

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

Michael Massoni returned to the Meeting at 0953.

The Board discussed the Scheduling Committee and the importance of regular communication from the Chair so that they may address issues with Management as needed. Karen Amos **agreed** to notify Chair Lisa Trafton.

The Board took a break at 1015 and reconvened at 1035.

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

John Parrott was excused due to illness.

Jimmy West was excused for vacation.

Todd Gage was excused for a previous commitment.

Allyson Parker-Lauck was a guest at the Meeting to discuss the proposed settlement to the Part Time Recurrent Trainer Grievance. There was discussion.

Mark Torrez made a **motion** to accept the proposed settlement offer on a Grievance. Michael Massoni **seconded** the motion. The motion **carried**.

The Board **agreed** not to act on the two scenarios regarding unscheduled RONs until a recently filed grievance on the issue was resolved.

Allyson Parker-Lauck was excused at 1116.

Thom McDaniel reported that Cindy Ritner had declined to participate on the Negotiating Team as requested. The Board **agreed** in accordance with the Local 556 Bylaws, a Negotiator to replace Cindy Ritner would be appointed by the Board.

Thom McDaniel recommended that Michael Massoni be appointed to the Negotiating Team.

Audrey Stone made a **motion** to accept Thom McDaniel's recommendation to appoint Michael Massoni to the vacant spot on the Negotiating Team. Don Shipman **seconded** the motion.

Michael Massoni recused himself at 1125.

The motion **carried**.

Michael Massoni returned to the Meeting at 1130.

Michael Massoni made a **motion** to donate $500 to the American Red Cross disaster relief fund for the victims of the Japanese earthquake and nuclear disasters. John Dipippa **seconded** the motion. The motion **carried**.

The Executive Board **agreed** that the focus of the May 20 lounge mobilization would be the TWU Air Transport Division's Working Women's Committee. Audrey Stone **agreed** to notify Kyle Whiteley of the decision.

Cuyler Thompson submitted the **February 2011 Executive Board Meeting Synopsis** for review.

Thom McDaniel left the Meeting at 1132.

Michael Massoni chaired the Meeting.

The Board made corrections and changes to the Synopsis.

Thom McDaniel returned to the Meeting at 1135.

The Board continued to make corrections and changes to the Synopsis.

Thom McDaniel left the Meeting at 1142.

Michael Massoni chaired the Meeting.

Thom McDaniel returned to the Meeting at 1146.

The Board continued to make corrections and changes to the Synopsis.

Audrey Stone made a **motion** to accept the February 2011 Executive Board Meeting Synopsis. Mark Torrez **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to accept the February 2011 Executive Board Meeting Minutes. Mark Torrez **seconded** the motion. The motion **carried**.

Don Shipman made a **motion** to excuse Michael Massoni from the April Executive Board Meeting. Cuyler Thompson **seconded** the motion. The motion **carried**.

Don Shipman made a **motion** to excuse Donna Keith from the April Executive Board Meeting so that she may attend CISM Training. Cuyler Thompson **seconded** the motion. The motion **carried**.

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

Thom McDaniel adjourned the Meeting at 1208.

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

Cuyler Thompson
Recording Secretary