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

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Executive Board Meeting
May 10-12, 2011
Synopsis

Tuesday

May 10, 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, Todd Gage, Audrey Stone, Donna Keith, and John Dipippa.

Cuyler Thompson and Jimmy West were excused for vacation.

Crystal Reven and Karen Amos were excused due to illness.

Stacy Martin was excused due to medical leave.

Bryan Orozco and Mark Torrez were absent.

Audrey Stone recorded the Minutes of the Meeting.

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

Bryan Orozco entered the Meeting at 0832.

Todd Gage read aloud the **TWU International Membership Pledge**.

Thom noted that due to absences, the Board would be close to quorum during the Meeting.

Todd Gage made a **motion** to excuse Don Shipman to attend the 737-800 Subcommittee Meeting later that day. Michael Massoni **seconded** the motion. The motion **carried**.

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

> *Thom McDaniel reported that on April 11 he attended the Class 249 New Hire Dinner. Thom thanked the Officers and Grievance Team Members who attended the dinner for our newest Members. Thom also attended the Class 249 Graduation of approximately 100 new Flight Attendants and pinned the wings on one of our new Flight Attendants. Thom, John Parrott, Michael Massoni, Allyson Parker-Lauck, and Erich Schwenk presented the Union presentation to Class 250 on May 4 to approximately 50 internal Employees. Thom and John also coordinated the Class 250 Dinner which will be held on May 11. Thom invited the Executive Board to attend the dinner as it is a good opportunity to welcome our*

newest Members. Class 250 will graduate on May 13. The Union presentation for Class 251 will be held on June 2 at 9 AM and will be external candidates. Thom attended the Southwest Airlines Labor Summit, the Southwest Airlines Labor Briefing, and AirTran Integration Forum with John Parrott on April 18. Thom worked with the Negotiating Team to reach a Tentative Agreement (TA) with Southwest Airlines (SWA) Management on training criteria for the 737-800 and 717 aircraft. The TA also provides must-ride cabin seating for all deadheading Flight Attendants. The Tentative Agreement voting will open on May 16 and close on May 31. Thom has also worked with the Negotiating Team to develop a survey for international and overwater flying that will go out after the Tentative Agreement vote is complete. Thom attended the Texas State Conference in Austin on April 25 where TWU Leaders were addressed by Texas AFL-CIO President Becky Moeller and Texas AFL-CIO Legislative Director Rene Lara about the attacks on working people by the Republican controlled legislature. On April 26, TWU Legislative Representatives went to the Capitol to encourage lawmakers to vote against or block anti-worker legislation. Thom chaired the Texas Labor Management Conference (TXLMC) Board Meeting on April 27 in Austin. The next meeting of the TXLMC Board is May 25 and the conference will be held June 21-23 in San Antonio. Thom co-facilitated a Strategic Planning Meeting on pensions with Mark Richard at the National Labor College in Silver Spring, Maryland, April 27-29 that was attended by fifteen TWU Local Presidents. All lost time and expenses will be reimbursed by TWU International. Thom attended the legal close for AirTran Airways on May 2 in Dallas. He has coordinated with Communications Chairperson Kyle Whiteley on AirTran acquisition communications, held discussions with AirTran Flight Attendant Union Leaders about future meetings, and helped develop feedback opportunities for TWU Local 556 on AirTran Seniority List Integration. Thom also met with SWA CEO Gary Kelly as well as Joe Harris, and Mark Richard to discuss issues related to the AirTran acquisition on May 5. Thom met with the TWU Local 577 Negotiating Team for the Flight Attendants of Allegiant Airlines at TWU Local 556 Headquarters in Dallas May 3-5 to prepare for negotiating their first Contract. The next meeting will be May 24-26 in Las Vegas and Local 577 will hold their first negotiation session June 14-16. All lost time and expenses for the Local 577 assistance will be reimbursed by TWU International. Thom reported that he participated in the TWU Local 556 Live Broadcast on April 12, and will participate on May 10. Thom met with the Local 556 737-800 Subcommittee to be updated on their progress on May 9 and met with TWU Local 556 and SWA 737-800 Subcommittee later in the day. It appears that the subcommittee is moving toward an agreement. Thom continues to maintain an open door policy for all TWU Local 556 Members and represent our Union with Southwest Airlines, TWU International, other Labor Unions, and the public. Thom reported that the Union Office Team is doing a fantastic job representing our Members. Thom has continued to answer "From the Source" questions, write Unity and Unity Update Articles, and keep the "Weekly Report" updated.

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

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

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

Vacation Days	*29.5*
Vacation Converted	*0.0*
Sick Days	*5.0*
Appointments	*2.0*
Other	*1.0 (Recurrent Training)*
Total Days to cover	*35.5*

Total Temporary Staff Days Utilized Total 8.0

There was discussion about the Grievance Team utilizing both Laborsoft in a timely manner to set up cases and the Outlook calendar to schedule Fact-Finding Meetings. John Parrott **agreed** to remind the team of procedures during an upcoming Staff Meeting.

Michael Massoni educated the Board on how to utilize functions in Outlook.

Mark Torrez entered the Meeting at 0843.

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

Mark Torrez submitted his **Officer's Report as Board Member at Large**. There was no written report submitted.

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

Audrey submitted the **Baltimore Base Report**:

> *Audrey reports that there have been quite a few Fact-Finding Meetings over the last four weeks due to passenger complaint letters, delay of flight, emergency sick call procedures, and failure to disarm doors. The discipline issued has ranged from none to three day suspensions. The two Inflight Supervisors who started last month after graduating initial training are Kim Cupples and Janice Pantelides. Also, Karen Rayokovich has returned to Baltimore as an Inflight Supervisor after leaving Southwest Airlines. All Shop Stewards were contacted via email on April 22 and an E-Connection was sent out on April 23. Audrey would like to thank Shop Stewards Robert Swafford and Stephanie Roberts for assisting in distributing flyers and updating the glass case as necessary with both monthly and Board of Election information during her recent vacation. Lounge mobilizations were conducted on April 19 in conjunction with base orientation, and on April 20 for the Colonial/Lincoln insurance kickoff as well as the Baltimore Station Safety Fair. Audrey and Base Manager Rachel Derrossett met during the week of April 18 to discuss the base. Audrey is very pleased that Rachel has built in time for us to speak to the new Flight Attendants in small groups during the base orientation day. Audrey continues to assist with the Weekend On-Call program, and hosted the TWU Live Web cast on April 12. She also sat Emergency Officer On-Call the week of April 18-24, and would like to thank Oakland Domicile Executive Board Member (DEBM) Todd Gage for assisting her during the weekend. She received numerous calls regarding the Emergency Sick Call Procedures.*

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

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

> *Crystal began her report by informing the Executive Board that there is one supervisor opening in the Houston Inflight Office, which was vacated by Cindi Lee Fields, who is now a Recurrent Trainer. The position closes on May 18, 2011. The ongoing construction in the Houston Hobby airport is slowly winding down and is on target to be concluded in the fall of 2011. There have been several Fact-Finding Meetings in the Houston base in recent weeks for appearance standard violations, emergency sick call violations, and crewmember conflict. Houston has had one Flight Attendant reinstated following termination. Crystal communicates with Houston Base Manager Scott Wells regularly about*

any and all issues in the Houston base. Since last reported, lounge mobilizations were conducted in the Houston base on April 21 and May 2, with another one scheduled on May 20. Crystal would like to thank Houston Shop Steward David Jackson for his help in distributing Union literature and publications in the base. Sadly, Crystal reports that long time Houston Flight Attendant Richard Wong lost his battle with cancer and she thanks the Executive Board on behalf of Richard's family for the charitable donation made in his honor. Crystal continues to aid in the facilitation of the Union's Weekend On-Call program. To date, Crystal reports that all Union publications are distributed; the glass case is up to date with current Working Women's Committee information and Board of Election TA voting notice. Crystal is preparing a Houston E-Connection for May and with that information will update the Houston base page within the next three days. Crystal continues to correspond with Houston Shop Stewards and Members individually by phone, email and Facebook.

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

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

Todd reports that he and Board Member at Large Mark Torrez met with Base Manager John White and the new Assistant Manager Randall Miller in April. Todd and Mark also attended a seminar on California Worker's Compensation with Contract and Leave Coordinator Denny Sebesta. Grievance Specialists Erich Schwenk and Sara King attended as well. It was very informative. Todd was in the lounge for the kickoff of open enrollment for Colonial Insurance. Shop Steward Donald Silva conducted a lounge mobilization on May 2 regarding the legal close of the AirTran acquisition. Shop Steward Doreen Argyropoulos assisted Publications Chair Kyle Whiteley with his video project on May 6. The glass case was updated with the May material, all publications distributed, Shop Stewards were contacted, red rack organized, and an E-Connection was sent out. Todd will be answering questions on the Live Web Cast this month regarding being a Domicile Executive Board Member (DEBM) and about the Veteran's Committee. Todd sat Weekend/Holiday On-Call over Easter. He took over 100 phone calls on Good Friday alone. He would like to thank everyone for helping out during the busy holiday weekend. Todd attended the New Hire dinner for Class 249 on April 13. He also wrote an article for the upcoming Unity Update.

Michael Massoni made a **motion** to accept the Oakland Base Report. Don Shipman **seconde**d the motion. The motion **carried**.

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

Donna reports that there have been a few Fact-Finding Meetings in Chicago. There seems to be concern over PA's, the content and the tone that Flight Attendants are using, sick call abuse, and the new policy of Flight Attendants being within two hours ground travel of base for Reserve call purposes. Donna has updated the glass case, tidied the red rack, distributed all publications, and been available for the Chicago Flight Attendants. Donna has conducted lounge mobilizations, and communicated with Management and Shop Stewards. Donna sat as Emergency On-Call Officer April 11-17. Donna attended the annual Critical Incident Stress Management (CISM) training in April. Donna reports that she shopped and provided the breakfast and luncheon foods for the Flight Attendants by Colonial/Lincoln. Donna also reports although there was a Lincoln representative available in the Chicago lounge on a continuous basis, there was much difficulty ensuring that a representative from Colonial was in the lounge and available for the Flight Attendants to ask questions and sign up for those services. Donna discussed this issue with Lori Whittaker and someone from Lori's office but the issue *was never resolved completely. The end result was that the Colonial Representative was only in the lounge from 13:00 – 17:00 daily which did not provide coverage to a large portion of the Chicago Flight Attendants. When Donna discussed this concern with Lori Whittaker, Lori expressed her view that the Lincoln insurance was more important than the Colonial coverage, a view that Lori also shared with one of the Chicago Flight Attendants she spoke with. Donna received several calls concerning the Emergency Sick Call Procedure as well as emergency landings and the continuing issues surrounding them.*

John Parrott made a **motion** to accept the Chicago Base Report. Don Shipman **seconde**d the motion. The motion **carried**.

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

Bryan Orozco reported that he conducted two lounge mobilizations and did a Fact-Finding Meeting. He participated in two Executive Board conference calls. Bryan had a conference call with Thom McDaniel, Gwen Dunivent and Alex Garcia about our Local not having a Committee On Political Education (COPE) drive at this time. Addie Crisp and Bryan attended the Nevada State Conference. He met with Assistant Base Manager Patricia Montemayor. Bryan updated the glass case, stuffed Union publications, cleaned the red rack and sent an E-Connection.

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

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

John informed the Board that Phoenix has had a few Fact-Finding Meetings, but overall the base is pretty quiet. John wrote the Hotline Script for April 15 and April 29. John sent out an E-Connection for April and will be working on another E-Connection after Executive Boards this month. Thanks to Mark Savage and Kyle Whiteley, John's base page and glass case are up to date. Also, the red rack is up to date. John informed the Board that the Cabin Services Meeting in Phoenix on April 21 was cancelled due to the Emergency Sick Call Procedures in effect at the time. In lieu of a meeting, John and several other Cabin Services Committee members received a diagram of each galley along with the weight limitations, thus allowing him and the rest of the committee to "re-create the galley," so to speak. The changes are due back to Deb Edwards, Phoenix Base Manager by May 15, so after Boards this week, John will go back and try to incorporate as many suggestions as possible from the numerous emails that he has received. John wants to reiterate to the Board and the Flight Attendants that just because John and other committee members are able to "re-create the galley," this in no way means that their suggestions will be included in the final version. John explained to the Board that after the suggestions are tallied up, they will be sent to Dallas and further evaluated by Cabin Services Leadership to see what they think will and will not work. Finally, John wants to thank all of the Flight Attendants who emailed him suggestions and John hopes that all of them make the final cut, especially the Ginger Ale suggestion. Also, as everyone knows by now, May 2 was the day that Southwest and AirTran become one big family. The Union, in preparation for this event, put flyers in each Flight Attendants mailbox basically outlining where we go from here. John was in the lounge stuffing these flyers and had the amazing opportunity to go meet an AirTran flight that was coming in from Atlanta. John went to Terminal 3, which is the terminal that AirTran flies out of to give the three Flight Attendants working the flight Union pins. John briefly spoke with the Flight Attendants and all of them were excited to be part of the Southwest family and be represented by TWU. John was impressed that one of the Flight Attendants he gave a Union pin to immediately put it on his lanyard, thus further solidifying the *solidarity with our AirTran brothers and sisters. As mentioned, John briefly spoke to the Flight Attendants about the different procedures and John was surprised that AirTran only serves pretzels on a flight from Phoenix to Atlanta. John mentioned to the AirTran Flight Attendants that we serve a free Select-a-Snack option on flights of a similar length. John also mentioned that we serve peanuts, which AirTran doesn't do due to medical concerns. Finally, John described some of the differences in our 737-700s compared to AirTran's, such as we don't have two lavatories in the aft galley and use trays instead of carts. All in all, it was a great visit and John only wishes he had more time to chat with the crew. John wants to thank Assistant Base Manager Ted Thornton and Inflight Supervisor Kim Rex for extending the opportunity to John of going over to visit an AirTran flight. One thing that John reflected on after this was that even though the Union and Management fight like cats and dogs over certain issues, they can come together in situations like this to welcome new family members and show that the Union and Management can work together at certain companies. Also in regards to AirTran, John has gotten several questions from Flight Attendants about the Seniority Integration process and John has directed a couple of them to the Union Web site to apply for the Seniority Integration Committee. Besides being in the lounge on May 2, John was in the lounge on Mother's Day (May 8) along with our Web master Kyle Whiteley to film Flight Attendant's reactions to AirTran and about their Union in general. John has updated his Shop Stewards on the status of the AirTran acquisition as far as Seniority Integration is concerned and sent out a request to have a Shop Steward in the lounge for the May 20 system wide lounge mob.*

Audrey Stone made a **motion** to accept the Phoenix Base Report. Don Shipman **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 ERC Review = 29

ID	*Event Date*	*Status*	*Summary*
51	*2/28/2011*	*Additional information submitted to ERC*	*Arm/Disarm doors*
54	*3/3/2011*	*Additional information submitted to ERC*	*Emergency Equipment/POB(S)*
58	*3/9/2011*	*Additional information submitted to ERC*	*Not Secured in Jumpseats for Takeoff*
66	*3/16/2011*	*Additional information submitted to ERC*	*jumpseat*
74	*4/1/2011*	*Additional information submitted to ERC*	*entry door smashed hand into jumpseat*
80	*3/31/2011*	*Additional information submitted to ERC*	*Popping noises heard in aft galley*
83	*3/25/2011*	*Additional information submitted to ERC*	*Alcohol-related*
84	*4/4/2011*	*Additional information submitted to ERC*	*Child Restraint Device*
94	*4/17/2011*	*Sent to ERC for review*	*Jumpseat*
100	*4/16/2011*	*Sent to ERC for review*	*Galley/Equipment*
101	*4/18/2011*	*Additional information submitted to ERC*	*Manual Violation*
105	*4/26/2011*	*Sent to ERC for review*	*Deplaning/I was distraught and neglected my duties.*
106	*4/26/2011*	*Sent to ERC for review*	*opening of cockpit door without second Flight Attendant*
107	*4/26/2011*	*Sent to ERC for review*	*Maintenance write up/hole in stabilizer*
109	*4/9/2011*	*Sent to ERC for review*	*Flight Attendant Manual Violation/flew with old manual*
110	*4/28/2011*	*Sent to ERC for review*	*Emergency Equipment*
111	*4/29/2011*	*Sent to ERC for review*	*May have come to work fatigued, and/or sick.*
112	*5/1/2011*	*Sent to ERC for review*	*Exit Row Briefing/OWWE*
113	*5/3/2011*	*Sent to ERC for review*	*Flight Attendant Manual Violation*
114	*5/2/2011*	*Sent to ERC for review*	*Flight Attendant Manual Violation*
115	*4/30/2011*	*Sent to ERC for review*	*Boarding*

116	*5/1/2011*	*Sent to ERC for review*	*Boarding*
117	*5/3/2011*	*Sent to ERC for review*	*Flight Deck Door Procedures*
118	*5/1/2011*	*Sent to ERC for review*	*Arm/Disarm Door*
119	*5/6/2011*	*Sent to ERC for review*	*LEO seating*
120	*5/4/2011*	*Sent to ERC for review*	*Minimum Crew/Boarding*
121	*5/6/2011*	*Sent to ERC for review*	*Agent brought stairs to plane secured for pushback*
122	*5/7/2011*	*Sent to ERC for review*	*Arm/Disarm Doors*
123	*5/8/2011*	*Sent to ERC for review*	*Flight Deck Door Procedures*

ASAP Reports received to date: *123*

- *Accepted Reports to date = 94*

Aviation Safety & Health Database Int'l (ASHDI) – Reports Under Review = 3

Report	*Acceptance Deadline*	
ASHDI 1766 (Pressurization)	*Mon*	*06/27/2011*
ASHDI 1767 (Problem Passenger)	*Wed*	*06/29/2011*
ASHDI 1768 (Aviation safety/security)	*Mon*	*07/05/2011*

ASHDI Incident Reports received to date:

- *Accepted Reports to date (TWU) =192*

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

- *03/15/10 through 05/09/11 = 189*
- *Emergencies Declared = 30*
- *All OF 2011 to Date = 447*
- *ALL OF 2010 = 1413*
- *ALL OF 2009 = 1210*
- *ALL OF 2008 = 940*

- *TWU Local 556 Safety and Security Coordinator, Michael Massoni, on behalf of the Aviation Safety Action Program (ASAP) Event Review Committee (ERC), and Cabin Services Communications are implementing a Communications Campaign on the subject of proper stowage areas for Passenger and Crew carry-on, as well as other items of mass within the aircraft cabin. This campaign will utilize RBF, Onboard and Unity communiqués designed to instill the importance of only utilizing approved stowage spaces for Carry-on items and other items such as trash. This insures regulatory compliance, which includes applicable FAR's, the Southwest Airlines Approved Carry-on Luggage Program and Operational Specifications validated through dynamic testing under crash loads. This campaign has direct correlation to ASAP reports received from working Crew indicating systemic failures within our operations in complying with the applicable regulations, policies and procedures as it relates to proper stowage of carry-on/items of mass and is testimony to the power of Inflight ASAP.*

- *The Southwest Airlines Inflight Aviation Safety Action Program turned six months old on May 1 and has now taken in more than 120 reports. Additionally, the AFS 230 branch of the FAA provided members of our Event Review Committee (ERC) a full day refresher on operating principles, best practices and newest guidance materials for our program. We also welcomed two other alternate Company ERC Members to the group in an effort to accommodate the higher than anticipated report volume and scheduling challenges we have identified. On a related matter, the ASAP quarterly volume report is as follows:*

INFLIGHT QUARTERLY ASAP REPORT
January 1, 2011 through March 31, 2011

For the Second Quarter FY 2011:
Number of ASAP reports submitted present quarter 56
*Number of ASAP reports submitted and accepted present quarter *44*
Number of ASAP reports submitted previous quarter……………………………………………… 20
Number of ASAP reports submitted previous quarter but not accepted until this quarter…… 20
Number of ASAP reports received this quarter but not yet worked by the... ERC……………….21
Number of accepted reports present quarter that were sole source to the FAA........................51
Number of accepted reports present quarter (both sole source and non-sole-source closed with corrective action under ASAP for the employee)...2
Number of reports present quarter which resulted in recommendations to the Company 0
Number of ASAP reports that did not meet acceptance criteria 0
Number of non-sole source reports...5
Closed with FAA Administrative Letter of No Action 0
FAA Administrative Letter of Warning 2
FAA Administrative Letter of Correction 0
Closed with response from ERC 2
Still Open 1

**Some reports have been accepted by the ERC but have not yet been worked or closed out.*

- *TWU Local 556 1st Vice President (VP) and National Safety/Security Coordinator, Michael Massoni will be representing the Union in additional meetings of the 737-800 List of Passenger Accommodations (LOPA) Task Force. This group, which is also made up of members of Inflight Management and 4 line flying Flight Attendants is continuing its 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. Our next set of meetings will include cart configuration and service procedure (utilizing carts) validation simulations. These validation exercises will be conducted using cabin mock-ups, the Poolie aircraft cabin simulator and may include the use of live aircraft down the road.*

- *TWU Local 556 1st VP and National Safety/Security Coordinator, Michael Massoni released the following statement concerning the killing of Osama bin Laden and the safety/security implications of his demise:*
    - *September 11, 2001 changed almost every aspect of our lives and the airline industry. Flight Attendants were the first people to die on that tragic morning; since then thousands more Americans have paid and continue to pay the ultimate price fighting the war on terror. After almost ten years, Osama bin Laden, the mastermind of 9-11 and face of Al Qaeda has been killed and some form of justice for his victims has finally been achieved. We must be aware that with bin Laden's death, other believers of his radical doctrine are still threats to our Country, our way of living and our air transportation system. While we take pause to celebrate this victory for of our President, our military, and our Country, please do not lose sight of the fact that the fight against terrorism continues every day. The vigilance and professionalism of our Flight Attendants in conducting our safety and security duties since the attacks or 9-11 has contributed to the security of our nation. Now, more than ever, it is*

important that we remain vigilant in following all safety and security procedures with an enhanced awareness. On behalf of the TWU Local 556 and Southwest Airlines family – thank you for your commitment to keeping our Employees, our Customers and our Nation safe and secure.

- *Per the <u>Critical Incident Stress Management (CISM) Committee</u> Standard Operating Procedures (SOP), adopted several years ago, the Chairperson's position was opened to applications for all current CISM Members. The open call communication was disseminated on March 11 and closed March 18. Ultimately, TWU Local 556 1st Vice President and National Safety/Security Coordinator Michael Massoni, along with Southwest Airlines Director of Base Operations, Henry Townsend did not have to conduct a vetting and interview process for this very important Leadership position as Eileen Rodriquez went (effectively) unopposed and has retained her position as CISM Chairperson.*

  <u>The TWU Local 556 Safety Team has received an inordinate number of complaints concerning transitional aircraft acquired from Virgin Blue Airways of Australia (Ships N552WN & N553WN).</u> These particular aircraft are configured with a G4B galley complex aft and G1/G2 forward galley complex, both designed for cart service. SWA has chosen to utilize the carts that came with these aircraft as rudimentary storage areas for provisions and have secured the carts to the aircraft floor so they may not be used in the aisles. Problems have been reported in both the operation of our kits (that are not designed to be "set" in a cart), placement of provisions within the galleys and lack of counter space necessary to provide tray service. All of these factors are indicative of SWA not providing working conditions and equipment that meets a reasonable standard of safety as required by our Contract. The Local 556 Safety Team will be formally serving notice to Southwest Cabin Services of this potential contractual breach during Managements visit to the TWU Executive Board this week. In the meantime, Flight Attendants are strongly encouraged to file ASAP reports when met with safety related challenges and/or problems onboard these transitional aircraft.

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

  - *The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)*
    - *Continued Education & Awareness*
    - *Officer and Staff refresher training*
  - *737-800 LOPA Task Force*
    - *Cart Configuration*
    - *Service Procedures*
    - *Cart Service Validation*
  - *OSHA 300 Reports to DEBM's*

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

  - *Monday, May 23, 2011 @ 1500hrs CDT – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards*
  - *May 12 and 19 & 27, 2011 – ASAP ERC Meeting(s) 1100hrs CST – 1500hrs CST*
  - *Tuesday, May 17 through Thursday May 19, 2011 – Global Cabin Air Quality Executive on behalf of TWU International in London, UK*
  - *Monday, June 2-3, 2011 – International Health and Safety Taskforce Meeting in New York City*
  - *Tuesday, June 07, 2011 1000 - 1500 CDT – 737-800 LOPA Task Force Meeting at SWA HDQ*

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

Audrey Stone submitted the **Health Committee Report** for Chair Michele Moore:

ASAP
I attended five ERC meetings in April. We have started meeting weekly due to the number of reports we are receiving. We currently have over 120 reports in the system and have been able to resolve several issues that keep occurring. We have scheduled two procedural reviews to date as a result of ASAP issues. We also drafted several customized response letters for issues that the standardized letters wouldn't work for.

Debrief/Flight 812
I had several communications with the crew from flight #812 and also attended an operational debrief. The debrief consisted of employees from the FAA, Flight Operations, SWAPA, Flight Operations Training, Corporate Security, Inflight Safety, TWU 556, TWU 555, and Provisioning.

ENS Follow-ups
I was added to the Emergency Notification System (ENS) email list so am now receiving all the ENS emails in conjunction with Michael Massoni. I am currently learning the process of filing, logging and responding to the calls under Michael's supervision. I am also learning how to log and respond to ASHDI reports

- *We had a flight that had smoke/haze in the cabin; the flight diverted with no emergency declared*
- *We had a flight that had a Flight Attendant hit by a passenger*
- *There was a flight that ran off the runway in Chicago*
- *We had a flight that had pressurization problems*
- *We had a flight that had had a depressurization, causing the masks to drop.*

Articles
I am writing a joint article with Denny in regards to our NTSB training as well as communicating issues that come out of the ASAP ERC meetings.

Other Follow-up Issues
I have spoken to several Flight Attendants with concerns in regard to our transitional aircraft and some potential safety hazards

- *I have had follow-up with three Flight Attendants that filed ASAP reports where more information or clarification was needed*
- *We addressed a concern regarding oxygen bottles on board the aircraft and the inconsistency of the markings*
- *Contacted a Flight Attendant regarding a health issue*
- *We had several ASHDI reports that had safety concerns that were in turn filed as ASAP reports*
- *I spoke with a Flight Attendant about a bed bug issue in one of our hotels and coordinated with the hotel committee*
- *We had an aircraft with possible E-Coli issues.*

Meetings Attended and Future Meetings
April 1: *ERC meeting*
April 6-7: *ERC meeting prep and ERC meeting*

April 11: *Health and Safety Committee (HASC)*
April 13-14: *ERC meeting prep and ERC meeting*
April 20-21: *ERC meeting prep and ERC meeting*
April 28: *812 Debrief*
April 29: *ERC meeting*
May 3: *FAA ASAP refresher course*
May 4-5: *ERC meeting prep and ERC meeting*
May 10: *ASAP Training for Executive Board*
May 11: *Dallas Health and Wellness Day*
May 13: *ERC meeting*
May 14-17: *National Safety Council Meeting*
May 18-19: *ERC meeting prep and ERC meeting*
May 23: *HASC*
May 26-27: *ERC meeting prep and ERC Meeting*

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

Todd Gage submitted the **Veteran's Committee Report**:

Todd will be attending the ATD Veterans Committee Meeting in Chicago on May 17, 18, and 19. He will be discussing the Veterans Committee during the TWU 556 Live Web cast on May 10. Todd reports that Southwest Airlines will form a Military Council later this year. The Military Council will consist of registered Military Employees and will exist to ensure the protected rights of employees under the Uniformed Services Employment and Reemployment Act of 1994 (USERRA). Todd would like to ask the Board to raise his budget so he can attend the next ATD Veterans Committee Meeting in August.

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

Michael Massoni made a **motion** to approve for Todd Gage to attend the August 2011 quarterly Veteran's Committee Meeting in New York, to include two days of lost time and two nights of hotel cost. Don Shipman **seconded** the motion. The motion **carried**.

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

Audrey reports that the most recent settlement letters signed have been added to the Web site. Since Allyson Parker-Lauck signs the agreements, she has agreed to send them to Kyle Whiteley for posting in the future. Audrey and Kyle began filming Contract Live Reserve videos on April 14. Due to the amount of material, reserve videos will be broken down into six to eight segments. Kyle will be working this week to begin posting the initial videos on the Web site. Based on the breakdown of sections in the videos, Audrey is editing the corresponding Resource Guidesheets further to ensure consistency.

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

Audrey Stone submitted the **Professional Standards (PS) Committee Report** for Chair Michael Broadhead:

Total Calls/queries: *15*
Total PS calls resulting in discussion: *15*

Cases Worked: *13*
Cases involving Pilots: *3*
Favorable results: 10 so far, 5 cases still being worked.
Some of the issues covered:

Money-cash on trades (Discussion only/no action by PS to collect)
Crew Coordination
Pilot issue of Charter Flight-went to ASAP
Pilot issue of 4th jumpseat
Crew Conflict
Safety

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

Audrey Stone submitted the **Uniform Committee Report** for Chair Crystal Reven:

Uniform Committee Chair Crystal Reven began her report by advising the Executive Board that the last Uniform Steering Committee (USC) was held on April 25, 2011 in Dallas. At the meeting it was determined that several of the formerly approved uniform Lands' End Business Outfitter comparable pieces will not become part of our uniform. NOTE: Cintas will continue to produce the new Metro Parka; however Lands' End will take over production of this item as its own after the transition. Crystal reported that she is wear testing the four polo shirts provided by Lands' End Business Outfitter and has had 100% positive feedback on both athletic polo shirts. Similarly, Lands' End is looking at luggage item pricing to make available to Inflight employees and will recreate and produce the current scarf and tie with better material. The next USC Meeting will be held on May 19 in Dallas at 11:00am where the committee will determine which pieces from Cintas will be kept or discontinued. The USC's goal is to stream line the uniform pieces and eliminate the ones that seem redundant and out of color branding scheme. Crystal reports that uniforms continues to be a hot topic as of late, stemming from the Unity article and pictures provided in the last issue of Unity. Because of limited space the pictures of shorts could not be added, causing quite a stir. For the record, there are no plans to discontinue the availability or further production of shorts, nor do the pictures provided signify the 'new uniform' that we have heard so much about. These pictures are simply pictures of what Crystal saw when Lands' End brought over what they felt were comparable stock items to what we currently wear through Cintas. Crystal created a Uniform Frequently Asked Questions (FAQ) sheet that is now on the Uniform page on the Web site and is working with Kyle Whiteley to send out another article about uniforms similar to an E-Connection addressing the FAQs in an effort to squash rumors currently flying around. Crystal continues to answer uniform questions as Appearance Standard questions via email, phone and Facebook and the Uniform page is current with the latest Uniform information.

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

The Executive Board reviewed the **To Do List** from the April 2011 Executive Board Meeting.

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

There was discussion regarding Donald Silva attending the California State Conference.

The Executive Board reviewed potential topics of conversation with Southwest Airlines Management Representatives who were scheduled to be guests later at the Meeting.

Thom McDaniel informed the Board that he is continuing to work with Inflight Leaders to address the segregation of Supervisors in Initial Training from the other candidates, as well as the appropriate paperwork that the Union requests all Flight Attendant and Supervisor candidates complete.

There was discussion.

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

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

Cuyler Thompson and Jimmy West were excused for vacation.

Crystal Reven and Karen Amos were excused due to illness.

Stacy Martin was excused due to medical leave.

John DiPippa updated the Board regarding employee parking in Phoenix.

The DEBM's had a discussion regarding the upcoming lounge mob. Bryan Orozco **agreed** to contact Cat Dusek to request talking points on the Working Women's Committee for the DEBM's to use during the May 20 lounge mob.

The Board discussed sending out information regarding the Side Letter 8 Tentative Agreement. Audrey Stone **agreed** to send out talking points to the Flight Attendants who have requested to be involved in Union activities. Thom McDaniel **agreed** to meet with Communications Chair Kyle Whiteley to discuss a "Get out the Vote" strategy.

There was discussion about the AirTran Seniority Integration Advisory Committee and application process.

Don Shipman left the Meeting at 1137 to attend a 737-800 Subcommittee Meeting.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Todd Gage, Audrey Stone, Donna Keith, and John DiPippa.

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

Cuyler Thompson and Jimmy West were excused for vacation.

Crystal Reven and Karen Amos were excused due to illness.

Stacy Martin was excused due to medical leave.

Audrey Stone submitted the **April 15, 2011 Executive Board Conference Call Minutes** for review. The Board made corrections and changes to the Minutes.

Audrey Stone submitted the **April 26, 2011 Executive Board Conference Call Minutes** for review. The Board made corrections and changes to the Minutes.

Audrey Stone submitted the **April 2011 Executive Board Meeting Minutes** for review. The Board made corrections and changes to the Minutes.

The Board went to lunch at 1205 and reconvened at 1400.

The Executive Board and Grievance Team attended an Aviation Safety Action Program (ASAP) training, presented by 1st Vice President and Safety Committee Chair Michael Massoni and Health Coordinator Michele Moore following lunch from 1400 to 1530.

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

Cuyler Thompson and Jimmy West were excused for vacation.

Crystal Reven and Karen Amos were excused due to illness.

Stacy Martin was excused due to medical leave.

Audrey Stone submitted the **April 15, 2011 Executive Board Conference Call Minutes** for review.

Todd Gage made a **motion** to approve the April 15, 2011 Executive Board Conference Call Minutes. Mark Torrez **seconded** the motion. The motion **carried**.

Audrey Stone submitted the **April 26, 2011 Executive Board Conference Call Minutes** for review.

Mark Torrez made a **motion** to approve the April 26, 2011 Executive Board Conference Call Minutes. Michael Massoni **seconded** the motion. The motion **carried**.

Audrey Stone submitted the **April 2011 Executive Board Meeting Minutes and Synopsis** for review.

Thom McDaniel left the Meeting at 1551 to attend a Conference Call.

Michael Massoni chaired the Meeting.

Todd Gage made a **motion** to approve the April 2011 Executive Board Meeting Synopsis. Mark Torrez **seconded** the motion. The motion **carried**.

Mark Torrez made a **motion** to approve the April 2011 Executive Board Meeting Minutes. Todd Gage **seconded** the motion. The motion **carried**.

The Executive Board discussed current rental car contract provisions. John Parrott **agreed** to research additional rental car companies and present proposals to the Executive Board during the next Meeting.

There was discussion regarding why there is no gas stipend for Executive Board Members to use with their rental car.

The Executive Board took a break at 1621 and reconvened at 1630.

Executive Board Members present were Michael Massoni, John Parrott, Mark Torrez, Todd Gage, Audrey Stone, Bryan Orozco, Donna Keith, and John DiPippa.

Cuyler Thompson and Jimmy West were excused for vacation.

Crystal Reven and Karen Amos were excused due to illness.

Stacy Martin was excused due to medical leave.

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

Thom McDaniel was attending a Conference Call.

Michael Massoni chaired the Meeting.

John DiPippa discussed a concern from a Member regarding PM Reserve trips. The Executive Board **agreed** that there is contractual language clearly explaining what trips may be assigned.

Audrey Stone made a **motion** to recess. Todd Gage **seconded** the motion. The motion **carried**.

Michael Massoni recessed the Meeting at 1635.

Wednesday

May 11, 2011

Thom McDaniel called the Meeting to order at 0830.

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

Cuyler Thompson and Jimmy West were excused for vacation.

Crystal Reven was excused due to illness.

Stacy Martin was excused due to medical leave.

737-800 Subcommittee Members Allyson Parker-Lauck and Contract and Leave Coordinator Denny Sebesta were guests at the Meeting.

The 737-800 Subcommittee presented an agreement to the Executive Board.

There was discussion.

Allyson Parker-Lauck and Denny Sebesta were excused from the Meeting at 0948.

Michael Massoni made a **motion** to accept the 737-800 Subcommittee Agreement. Don Shipman **seconded** the motion. The motion **carried**.

The Board took a break at 0950 and reconvened at 1002.

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

Cuyler Thompson and Jimmy West were excused for vacation.

Crystal Reven was excused due to illness.

Stacy Martin was excused due to medical leave.

Audrey Stone submitted the **Critical Incident Stress Management (CISM) Committee Report** for Chair Eileen Rodriquez:

Here is my monthly report for CISM for the month of April. We had a very busy month with calls and CISM training. Below you will see the stat totals. We had 55 calls come into the Hotline. We spoke to over 150 Flight Attendants that were involved in Incidents.

Confidential Issue 1
Death on Board 3
Declared Emergency 1
Decompression 5
F/A Hospitalization 6
F/A Personal Issue 2
Medical Emergency 13
Natural Disaster 1
Non Work Related 1
Other 3
Passenger Misconduct 2
RON Incident 2
Smoke in Cabin 3
Smoke in Cockpit 1
Turbulence 1
Total: 55

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

Audrey Stone submitted the **Scheduling Committee Report** for Chair Lisa Trafton:

Lisa reports June Primary Line writing was very difficult. Half of the committee began writing one day early on April 27, spending a total of twelve hours on their bases over a two-day period. Line Writers present on April 28 were Doreen Argorypolous-Ricker, Valarie Daniel, Rebekah Farmer, Kim Hamrick, Kelli Kockler, Don Shipman, Shelley Taylor, and Sheri Tyler. Lisa reports the committee on average wrote 74.8% pure lines (lines starting on the same day each week containing pairings of the same length); maintained 36.8% of the lines with all weekends off, and the lines containing 3-on/off or 48-hour breaks did not exceed 17%. Although June's average primary line pay per day has increased to 7.26 TFP from a low of 6.59 TFP during the February 2010 bid period, the committee continues to mix desirable pairings when the line pays 78 TFP instead of agreed line minimum of 80 TFP. In total, the committee wrote 2,227 lines averaging 97.72 TFP and 13.46 workdays. The Scheduling Committee will soon encounter many unknown challenges when Southwest Airlines adds the 737-800, 717-200, and international flying, and the committee will need additional leadership and experience when these new issues arise. Based on his experience as a member of the Scheduling Committee, Negotiating Team, and 737-800 Subcommittee, Lisa recommends Don Shipman be appointed Scheduling Committee Co-Chairperson. Lisa would like Karen Amos and Mark Torrez to continue in their support roles as liaisons between the Scheduling Committee and Executive Board. Lisa believes their positions are beneficial to the committee should unknown forthcoming situations require time sensitive meetings with Management.

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

Todd Gage made a **motion** to appoint Don Shipman Co-Chair of the Scheduling Committee per Lisa Trafton's recommend. Mark Torrez **seconded** the motion. The motion **carried**.

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

> *Don assisted the Scheduling Committee by writing the June primary lines for Chicago on April 27 and 28. Among other challenges, many of the commutable 3-day PM pairings paid the minimum of 19.5 TFP and couldn't be built on a line since they wouldn't pay the line minimum of 80 TFP. Don reports the SWALife PIN (Personal Illness Note) submission form has been modified to include a disclaimer reminding our Flight Attendants that they must call Scheduling to report their illness/injury to avoid a No-Show. Don reports that he, along with Negotiating Team Members Thom McDaniel, Val Lorien, Michael Massoni, and Denny Sebesta, were able to reach a Tentative Agreement with Management on Side Letter 8. That Agreement was unanimously approved by the Executive Board. It provides for 717-200 and 737-800 training pay and procedures, along with guaranteeing cabin seating for all deadheading Flight Attendants. Don, and fellow Negotiating Team Member Val Lorien, spent several days researching issues pertinent to upcoming international negotiations. Don would like to recognize Val Lorien for the extensive research and unwavering dedication he has provided the Negotiation Team. Don reports the 737-800 Subcommittee meet with Management on April 15, 25, 26, 29, and May 5, 6, 10. President Thom McDaniel was present during an additional May 9 meeting where much progress was made. The Subcommittee and Management fulfilled obligations required in Side Letter 7 by reaching an agreement on a short-term 737-800 solution. Management agreed to meet monthly to work through various scenarios as more data becomes available. Don would like to thank fellow members of the Subcommittee, Allyson Parker-Lauck and Denny Sebesta, for their patience and diligence through phase one of this process. Don would also like to thank Scheduling Committee Chairperson, Lisa Trafton, for her assistance to the 737-800 Subcommittee on May 4, 5, and 6 and for her continued dedication as Scheduling Committee Chairperson.*

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

Grievance Chair Allyson Parker-Lauck and Southwest Airlines Management Representatives Sonya Lacore and Brendan Conlon entered the Meeting at 1013.

> *Sonya reporting that the customer experience group headed by Theresa Laraba is working on the request for Flight Attendants to receive connecting gate information to provide to the passengers. She stated that initially they had looked at providing it to the Pilots through the ACARS system, but the Pilots were resistance. Michael Massoni noted that our ACARS system is different from many other carriers and doesn't allow for printing. Sonya stated that they have addressed with the Dallas base the concern about feedback provided to Flight Attendants regarding their comping percentages. Sonya stated with regards to the feedback about Flight Ops coming to Recurrent Training (RT) as part of the curriculum, that they're not required; it's as a courtesy. Mark Torrez stated his concern was more that it wasn't CRM information that was being presented, but that the focus was on culture related updates. Sonya said she would follow up. There was discussion regarding the Inflight Supervisors being segregated and treated differently than the other candidates during initial training. Sonya thanked the Board for pointing out the fact that Inflight Supervisors were being presented at the beginning of graduation and that that will be changed in the future. She also reported that they are re-evaluating having the Supervisors stay in a different hotel, and that it was originally done so as not to intimidate the other Flight Attendant candidates. John Parrott said he thought it adds value to the leader to be a hotel and share that experience. Sonya reported that all New Hires have the ability to ship items home;*

not just the Supervisors. Sonya said that as far as having one manual on the aircraft, it's on their radar but the timing isn't appropriate right now. There was discussion regarding the request to have phones in the jetway so that Flight Attendants could communicate with Ops Agents during boarding; Sonya said they had previously been told there's an incompatibility issue in some locations and the effort to do that was costly. Michael Massoni stated that he thought that every station jetbridge phone had the capability to call but that they're lacking the appropriate placards with dialing instructions. Audrey Stone asked if the Work and Conduct rules were on target to roll out in June. Brendan and Sonya stated they weren't certain and Brendan agreed to follow up. Sonya stated that they have addressed the Board's request that Flight Ops manage the seat belt sign more effectively, as much as they're able to. Michael Massoni made the suggestion to speak to Mike Van de Ven about it and Sonya agreed. There was discussion regarding our carryon bag policy, and the Board's request last month for the Company to remind Ground Ops what the policy and procedures are. Sonya stated that it's a fine line between enforcing the rules and "giving the pickle." Michael Massoni reminded her that it is a regulatory compliance issue and those procedures need to be outlined for what Flight Attendants should do when passengers come in with more than the one plus one carry on item. Sonya stated she would also take that concern to Theresa Laraba's customer service team. There was discussion regarding Flight #812, and the information put out, as well as technical information the Flight Attendants weren't given. Sonya and Brendan reported that Southwest Airlines has limitations on what information can be released during a pending NTSB investigation. Brendan submitted copies of the Sick Leave and Productivity Review for the Board to review. There was a discussion regarding the recent Emergency Sick Call Procedures, and when they were lifted. Brendan admitted that they could have done a better job communicating with Thom McDaniel. Todd Gage expressed concern over the way some of these employees who were genuinely ill were treated during the procedures as well as how some of the instructions given. Brendan stated that that is one of the unfortunate parts of having to implement the procedures and that they are open to ideas on how to differentiate legitimate illness. Karen stated there are some who went to work sick, and there was discussion about how it's not a true reflection of potential sick leave abuse. John Parrott asked system wide how often are procedures implemented at stations. Brendan stated that it's handled differently on the ground because "we have to cancel flights if we're down one Flight Attendant versus Ground Ops who may run slow but can still work." Sonya said if you look at it from the emotional perspective Inflight doesn't want to be the one to lay down an aircraft. There was discussion about how the Flight Attendants who do come to work are affected, through reroutes and unscheduled overnights. Don Shipman stated that he doesn't want the goal to be that people come to work sick. Brendan stated that he has people working fourteen hour duty days just to cover the operation. Michael Massoni addressed concerns regarding how bad serving on the transitional aircraft is right now, because of the way the galleys are configured. He reported there have been injuries reported and different ASAP reports have come in. Michael said that we've requested information on when they're going to be reconfiguring the aircraft, and that he didn't think the Company is fulfilling their commitment of safe working conditions. Mark Torrez brought up ongoing problems of commuting Flight Attendants not being given claim at gate tags for their bags or the bags not being brought up by ramp upon arrival. The Board made it clear that it wasn't an isolated situation, and gave many examples of stations where it's happening. Sonya stated that she would address the concern again through the customer service team, and advised Irregularity Reports (IR's) to be written.

The Management Representatives left the Meeting at 1116.

The Board took a break at 1118 and reconvened 1129.

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

Cuyler Thompson and Jimmy West were excused for vacation.

Crystal Reven was excused due to illness.

Stacy Martin was excused due to medical leave.

John DiPippa was excused to attend to computer issues.

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

Grievance Team Member Catherine Rea entered the Meeting at 1129 to discuss the merits of a Grievance.

John DiPippa entered the Meeting at 1135.

A Grievant entered the Meeting at 1139 to discuss the merits of a Grievance.

Catherine Rea and the Grievant left the Meeting at 1154.

There was discussion.

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

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

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

The Board went to lunch at 1222 and reconvened at 1409.

Executive Board Members Mark Torrez, Todd Gage and Karen Amos answered the Union Office Phones so that the Grievance Team could partake in a quarterly luncheon.

Local 556 Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Don Shipman, Todd Gage, Audrey Stone, Donna Keith, Karen Amos, John DiPippa, and Bryan Orozco.

Cuyler Thompson and Jimmy West were excused for vacation.

Crystal Reven was excused due to illness.

Stacy Martin was excused due to medical leave.

Mark Torrez was still answering Union Office phones.

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

There was discussion.

Mark Torrez entered the Meeting at 1423.

John Parrott made a **motion** to proceed on a Grievance. Karen Amos **seconded** the motion. The motion **did not carry**.

Michael Massoni made a **motion** to proceed on a Grievance. John DiPippa **seconded** the motion. The motion **carried**.

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

Michael Massoni made a **motion** to proceed on a Grievance. John DiPippa **seconded** the motion. The motion **carried**.

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

Audrey Stone made a **motion** to proceed on a Grievance. John DiPippa **seconded** the motion. The motion **carried**.

Thom McDaniel made a **motion** to proceed on a Grievance. Michael Massoni **seconded** the motion. The motion **carried**.

Michael Massoni made a **motion** not to proceed on a Grievance. Todd Gage **seconded** the motion. The motion **did not carry**.

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

Allyson Parker-Lauck was excused from the Meeting at 1513.

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

> *Karen reported that the Dallas base was very busy during the month of April. Karen attended three Fact-Finding Meetings and received numerous calls regarding Flight Attendant issues and general questions. Karen had an incident in the Dallas base where upper Management wrote up a Flight Attendant. No discipline was issued; however it is very disappointing that the leader chose a path that Southwest Airlines has taught its employees over the years is a last resort. It is unacceptable that a leader chose not to talk it out and lead by example. Two new Supervisors have joined the Dallas base. Linda Zschosche and Cami Gaffin have taken Dallas Supervisor positions. Robert Arredondo is returning to the line as a Flight Attendant on June 1 and will be based in Houston. Tisha Hirsch left her position as Assistant Base Manager and transferred to Inflight Training. Karen held two lounge mobilizations during the month of April. Colonial was received well and many Flight Attendants reviewed their policies, altered them or even took out additional coverage. Karen met with the Dallas Base Manager Shannon Hiatt the last week of April and contacted Shop Stewards during April. The Dallas Web Page has been updated. All Union publications have been distributed and the Union bulletin board has been updated. The red rack has been cleaned and stocked.*

Michael Massoni left the Meeting at 1521.

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

There was discussion regarding the Dallas Base Report.

Michael Massoni returned to the Meeting at 1526.

Audrey submitted the **Flight Attendant Assistance Program (FAAP) Committee Report** for Chair Brett Nevarez. There was no written report submitted.

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

Communications Committee Chair Kyle Whiteley entered the Meeting at 1530.

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

Kyle Whiteley was excused from the Meeting at 1535.

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

Thom McDaniel informed the Board that the International Administrative Committee (IAC) will be reviewing the recommending Bylaw changes proposed through the recent meeting to review Project Redesign recommendations.

The Board took a break at 1536 and reconvened at 1555.

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

Cuyler Thompson and Jimmy West were excused for vacation.

Crystal Reven was excused due to illness.

Stacy Martin was excused due to medical leave.

Karen Amos was absent.

John Parrott submitted the **March 2011 Financial Report** for review.

Karen Amos entered the Meeting at 1558.

There was discussion.

There was discussion about the large amount of delinquent dues that had been recovered. The Executive Board thanked John Parrott once again for his work and diligence in recovering past dues.

Audrey Stone made a **motion** to accept the March 2011 TWU Local 556 Financial Report. Mark Torrez **seconded** the motion. The motion **carried**.

There was discussion regarding the Board previously agreeing to consider the request from the Scheduling Committee for a survey during future Contract Negotiations. The Executive Board **agreed** that the Negotiating Team will look at applicable Scheduling questions to be included in the upcoming survey.

Todd Gage made a **motion** to adjourn the Meeting. Michael Massoni **seconded** the motion. The motion **carried**.

Thom McDaniel adjourned the Meeting at 1620.

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

Audrey Stone

Audrey Stone, Baltimore Domicile Executive Board Member

Filling in for Recording Secretary Cuyler Thompson