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

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## Executive Board Meeting
## February 15-17, 2010
## Synopsis

## *Tuesday*

**February 15, 2011**

Michael Massoni called the Meeting to order at 0830.

TWU Local 556 Executive Board Members present were Michael Massoni, Cuyler Thompson, Mark Torrez, Todd Gage, Audrey Stone, Donna Keith, Bryan Orozco, John DiPippa, Karen Amos and Jimmy West.

Thom McDaniel and Crystal Reven were excused for personal reasons.

John Parrott, Stacy Martin and Don Shipman were absent.

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

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

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

Don Shipman entered the Meeting at 0835.

M5 Representative Frank Mastrangelo entered the Meeting at 0906 to assist Executive Board Members with computer problems that had arisen from the installation of the Local's new server.

Cuyler Thompson was excused from the Meeting at 0930 to tend to computer issues.

John Parrott entered the Meeting at 0940.

Cuyler Thompson returned to the Meeting at 0948.

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

The Board took a break at 0948 and reconvened at 1000.

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

Thom McDaniel and Crystal Reven were excused for personal reasons.

Stacy Martin was absent.

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

> *Mike Mankin submitted copies of the Sick Leave and Productivity Review for the Board to review. There was discussion. There was discussion regarding the Crew Optimizer and the efficient use of Reserves. Mike Mankin reported that Ground Operations was currently exploring the idea of issuing Boarding Verification Documents (BVDs) to Customers with pets as suggested by the Executive Board. He reported that as requested, Management had addressed the reports that Customer Service Agents had been refusing to issue boarding passes to Dead-Heading Flight Attendants when flights were full. Cuyler Thompson asked if Management had made any progress with the Executive Board's request that they seek to get Pilots to more efficiently manage the fasten seatbelt sign during flights. The Board asked if there had been an update to the Work and Conduct Rules for Flight Attendants. Mike Mankin reported that Allyson Parker-Lauck had a copy of the changes. Michael Massoni discussed the fact that the oxygen generators had been removed from the lavatories on Southwest Airlines aircraft at the request of the Transportation Security Administration (TSA). Michael noted that the security-related reasons for their removal had been explained to the Pilots but not the Flight Attendants. Michael noted that the Flight Attendants should have been made aware of the security concerns as well. There was discussion regarding the idea of limiting the number of times that a Flight Attendant may be signed in to Crew Web Access (CWA) in an attempt to improve the functionality of the program. Michael Massoni again discussed the problems with Operations Agents not communicating with Flight Attendants regarding when boarding would commence, potentially violating Federal Aviation Regulations (FARs). Karen Amos discussed Inflight Audits and the inappropriate timing of discussion and feedback by some Supervisors. Mark Torrez discussed the Fact-Finding Meeting procedures being taught to new Inflight Supervisors. Mark reported that Inflight Supervisors continued to refuse to read Irregularity Reports aloud to Flight Attendants during Fact-Finding Meetings. Cuyler Thompson discussed the Weingarten Rules as they applied to Fact-Finding Meetings. Michael Massoni discussed Fact-Finding Meeting as related to Aviation Safety Action Program (ASAP) Reports. Audrey Stone discussed the fact that some Operations Agents had threatened to report Flight Attendants who leave the aircraft to get food. There was discussion regarding Flight Attendants being allowed to use the internet on the Company's Wi-Fi aircraft. Mike Mankin said that he would look into it. There was discussion regarding approved scarves for Flight Attendants. There was discussion regarding the fact that Inflight Scheduling continued to give Flight Attendants bad information regarding jetway trades. Mike Mankin stepped left the Meeting to talk to Inflight Planning regarding the ongoing problem with Reserve Bidding. Mike Mankin and the Board agreed to extend Reserve Bidding an additional twenty-four hours.*

The Management representatives left the Meeting at 1137.

The Board took a break at 1137 and reconvened at 1151.

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

Thom McDaniel and Crystal Reven were excused for personal reasons.

Stacy Martin was absent.

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

*Mark reported that since the last Executive Board Meeting, he has been able to complete the revision to the Policy and Procedures Manual and will provide each Executive Board Member with a copy electronically. Mark is in the process of confirming three members of the Project Redesign Group to attend a March meeting in Dallas, along with Cuyler Thompson and President Thom McDaniel, to begin the process of implementing the Groups' recommendations regarding Membership Meetings into the Bylaws. He attended a Fact-Finding Meeting in Oakland and was surprised at the tone the meeting took. He mentioned that he, along with the Oakland Domicile Executive Board Member (DEBM) Todd Gage, had received complaints from Shop Stewards that Management was not being cooperative with them during meetings. After his experience, he agreed. Mark feels that it is important to once again communicate with Base Leaders to explain what role Union Advocates have during Fact-Finding Meetings. He also has been working with the Local's AT&T representative regarding service issues, orders, and monitoring usage. He mentioned that he thought most of the service issues were more likely caused by the server at the Local's Office. Mark stated that he has been working with Kyle Whiteley regarding upcoming Scholarship Awards and will update the Executive Board on that topic later in the Meeting.*

Karen Amos made a **motion** to accept the Officer's Report. Don Shipman **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 primary lines for Chicago and other bases on January 26, 27, and 28, and the VR lines on February 10 for the March bid line schedules. The average credit per day went from 6.98 TFP during the first half of the month to 7.25 TFP at the end. The primary lines were extremely difficult to write due to major schedule changes and the effects of Daylight Savings Time. Based on the upcoming staffing challenges associated with new aircraft types (717-200s & 737-737-800s) and the ongoing technology improvements that drive a more efficient flight schedule, our Scheduling Committee expects to spend more days writing the lines our Flight Attendants expect and deserve. Don Shipman and President Thom McDaniel, along with Southwest Flight Attendants Patrice Tilford, Ryan Rodney, and Stephanie Roberts attended the Valentine's Day picketing events in Atlanta, Georgia in support of the AirTran Flight Attendants. More than 100 AirTran Flight Attendants participated in the demonstration to show Management their unity and frustration after spending more than three years at the bargaining table for a fair contract.*

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

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

*Audrey reported that Baltimore continues to have Fact-Finding Meetings on a regular basis; averaging three a week. There has been a termination this week due to intentional disregard of an assignment, as well as a three day suspension because of a crewmember write up. On January 19, Audrey met with Base Manager Rachel Derrossett, Assistant Base Manager Anna Boardman-Ward, and Shop Steward Stephanie Roberts to discuss issues at the base. The Inflight Office has hired one new Supervisor, David Cortese, who was a Flight Attendant. They have three more positions to fill, due to Rick Desmond and Alyssa Baiyina who went back online in January, and Patricia Grimaldi and Tammy Schanbacher who are going online in March. The base page was updated on February 14, the glass case was updated on February 2, Unity Magazine was distributed in the Flight Attendant mailboxes on February 1, and an E-*

*Connection was sent on January 31. Lounge mobilizations were conducted on January 17 and 20, and Baltimore Shop Stewards were contacted via email on January 18. Audrey worked the Weekend on Call January 15 and 16. She also reported that she was scheduled to 1st Chair a Board of Adjustment on January 27 that settled ahead of time. Audrey heard back from Southwest Airlines last week regarding the Open Time Focus Group, and the Company continues to offer pay that is not acceptable, giving the message that this is not a priority for them.*

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

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

*Karen reported that Shannon Hyaitt has been officially appointed as the new Dallas Base Manager. Bryan Smith has been promoted from Supervisor to Supervisor II. Linda Zschoche, a twelve and one half year Flight Attendant and Kami King Gaffin, a four and one half year Flight Attendant have now joined the Dallas Base in supervisor positions. Vicki White has also joined the Dallas Base as an Inflight Supervisor. Vicki has been with us at Southwest Airlines since 2006 as a coordinator and a Sopi Expert. Please welcome them all to their new positions. Dallas had a few Fact-Finding Meetings in January. Karen reported that Dallas has had some issues with Inflight audits and she has met with Henry Townsend to discuss the audit process. Delay of flight to get food seems to be on the rise as well as the never ending battle of "who gets the delay today?" Members have expressed concern that they receive a delay and do not know they have a delay written off to them until they are called by Inflight. The concern seems to be that Ops Agents have the ability to write the delay off on the Flight Attendants and there is not a check and balance system to clearly know without a doubt,who contributed or caused the delayed and by how many minutes. It seems to go into a battle of he said she said, which the Flight Attendants have expressed frustration with. Karen reported that on a positive note most Flight Attendants were able to make it to work during the terrible winter storms that took place and for those that couldn't make it due to the roads, no Flight Attendants were injured and no shows and MBLs have been removed on a case by case basis. It is with great sadness that Karen reports that Dallas Flight Attendant Barbara Hanks lost her son in a car accident during the storms. The Dallas Base has reached out to Barbara and to Barbara's close friends to offer to help in any way possible. There is a group of Flight Attendant's putting a fund together for Barbara's grandson for his college education. Karen asks that you please keep Barbara in your thoughts and hearts. The Dallas Vacancy bid opened fifteen slots for Flight Attendants to return to the Dallas Base and Flight Attendants where happy to see a turn in the past trend of loosing slots. Karen attended Executive Boards on January 11, 12 and 13. Karen sat Weekend On Call Saturday the eighth and the ninth of January. Two lounge mobilizations were held. All Union publications have been distributed. The red rack has been straightened. The Dallas Web page has been updated. All Shop Stewards have been contacted via email as well as phone conversations.*

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

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

*Jimmy reported that Fact-Finding Meetings remain consistent in Orlando. Jimmy reported the meetings range from delay of flight to the most recent Flight Attendant's not dis-arming their doors at the end of their flight. Jimmy reported that there has been one termination in Orlando due to disregard of an assignment. Jimmy reported that with the operational challenges due to last month's snow storm (s) He received numerous phone calls regarding reroutes, unscheduled overnights and illegal duty days. Jimmy reported he also has received an unusual high number of calls regarding trips that have not been* *audited. Jimmy reported that jetBlue has officially moved from our terminal in Orlando and AirTran Airways will be returning to our terminal in March. Unity was distributed on January 31. Jimmy reported with great sadness former Southwest Airlines Flight Attendant Pat Rodney passed away. Jimmy reported that Pat's daughter, Orlando-based Flight Attendant Ryan Rodney, is doing well. Jimmy will be on Company scheduled vacation in March and is asking to be excused from the March Executive Board meeting.*

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

Thom McDaniel returned at 1205.

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

*Todd reports that the Oakland base now has a printer available at the check in computers at Gate 24. Todd would like to thank Oakland Base Manager John White for making this happen. Flight Attendant Matt Hettich, who represents TWU Local 556 on the Alameda Labor Council, has been nominated to the Council's Legislative Committee. He will be attending the California Legislative Conference next month in Sacramento along with TWU California State Conference Representative Donald Silva. Inflight Supervisor Keith Brown has returned to the Oakland Inflight Office. The position of Assistant Base Manager has not been filled as of yet. All publications have been distributed, red rack organized, and the glass case will be updated soon. The base page has been updated and Shop Stewards contacted. Todd worked the Weekend On Call on January 29, 30, and February 5.*

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

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

*Donna reported the Chicago base has been relatively calm concerning Fact-Finding Meetings, with continuing emphasis on non-intent to fly. Donna worked closely with Chicago Inflight Management during the Blizzard of 2011 to field calls from stranded Flight Attendants and keep the lines of communication open for the Flight Attendants. There have been several managerial changes in Chicago. Currently there are no Assistant Base Managers in Chicago as Shannon Hiatt has accepted a position as Dallas Base Manager. There are two new Supervisors in Chicago who are currently attending Inflight Training with graduation early in March 2011. The new Supervisors are Rita Taylor from Reservations and Scott Burfield from Customer Service. All publications have been distributed. Donna updated the base page, the glass case will be updated, straightened red rack, has communicated with Shop Stewards, communicated with Base Management, and completed lounge mobilizations.*

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

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

*Bryan Orozco reported that he updated the glass case, stuffed Unity Magazine and cleaned the red rack. He conducted a few Fact-Finding Meetings and had a Fact-Finding training with Shop Steward Dana Suechting. Bryan sent out an E-Connection and updated the Las Vegas base page. He did two lounge mobilizations and attended the Nevada State Conference with Addie Crisp, Kevin Barber and Dana*

*Suechting. He returned emails and phone calls. He met with Base Manager Scott Wells and talked to him about the bag rooms.*

John Parrott made a **motion** to accept the Las Vegas Base Report. Mark Torrez **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 = 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 | MX and Flight Deck CRM |
| 23 | 1/2/2011 | Additional information submitted to ERC | carryon item stowage |
| 26 | 1/2/2011 | Additional information submitted to ERC | A/C Boarding without Pilots |
| 27 | 1/11/2011 | Additional information submitted to ERC | Deicing fluid entered A/C |
| 33 | 1/25/2011 | Sent to ERC for review | Boarding procedures not followed |
| 34 | 1/27/2011 | Sent to ERC for review | Missing bulletin |
| 35 | 1/27/2011 | Sent to ERC for review | Flight Attendant manual not current |
| 36 | 1/30/2011 | Sent to ERC for review | Failure to be in boarding positions |
| 37 | 2/4/2011 | Sent to ERC for review | Passenger injury |

*ASAP Reports received to date: 37*

- *Accepted Reports to date (TWU) = 27*

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

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

*Southwest Airlines Event Notification System (ENS)*

- *Fielded Events for Period:*
    - *12/11/10 through 02/14/11 = 412*
    - *Emergencies Declared = 77*
    - *All OF 2011 to Date = 143*
    - *ALL OF 2010 = 1413*
    - *ALL OF 2009 = 1210*
    - *ALL OF 2008 = 940*

- *Meetings took place between TWU Local 556 Safety and Security Coordinator, Michael Massoni and Inflight Safety and Regulatory concerning a Communications Campaign on the subject of proper boarding procedures as outlined in the FAM and GOM. The first phase of this campaign was the issuance of RBF 2011-026 and an associated Read-before-Work (RBW) that was issued to Ground Ops. 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 core message of these RBF/RBW's was:*
    - *In May 2009, a new boarding communication procedure was implemented which eliminated the use of the high/low chime to signal the commencement of boarding. In place of the "chime," the "A" Flight Attendant verbally confirms with the Operations Agent that the Flight Attendants are ready to begin boarding. The "A" Flight Attendant then makes*

*<u>the PA, “Prepare for boarding.”</u> The objective of the procedure is to promote communication between the Operations Agent and the “A” Flight Attendant and to ensure that all three Flight Attendants are onboard and ready to assume their boarding duties. As always, the Operations Agent must have a preflight discussion with the “A” Flight Attendant to communicate all necessary flight and Customer information.*

*Other mediums that will be employed during the campaign are articles in Onboard, Unity and their associated Ground Operations publications, as well as, the use of media tiles in the Base lounges. The procedures will also be highlighted in RT and addressed on Inflight Audits when the procedures are not followed as outlined in the FAM/FOM.*

- *TWU Local 556 1st VP and National Safety/Security Coordinator, Michael Massoni represented the Union in several 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 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. The LOPA Task Force has met a total of five times to date and has covered indepth 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 three meetings involved members of Provisioning, Maintenance and Engineering as well as members of Composites Unlimited, Southwest Airlines primary galley provider and members of the Boeing Commercial Aircraft Division. During these meetings we were able to review in detail, the Boeing Sky Interior (BSI), gain further insight on spatial constraints of the aft (G4B) galley complex, weighing the pros & cons of modular boarding of provisions using carts and/or utilizing carts in service procedures. Additionally, we drew up a preliminary G4B schematic with Composites Unlimited in order for them to bring back technical proposals to our next meeting. We also produced a preliminary provisioning scheme for the Provisioning Departments review. The last meeting took place at Composites Unlimited in Irvine, California. Composites Unlimited Constructed a Mock-up of our final G4B design for validation purposes. After careful review, the entire LOPA task force came to consensus on all aspects of the G4B as well as G1 configuration with the exception of:*

1. *Cart provisioning configurations*
2. *Use of carts in the aisle for service and*
3. *Single/Double carts within the configuration (this item is dependent upon #1&2 above)*

*Issues 1,2 & 3 above were all part of a higher-level discussion that took place between TWU Local 556 President, Thom McDaniel, 1st Vice President and National Safety/Security Coordinator, Michael Massoni, Southwest Airlines Executive Vice President and Chief Operations Officer, Mike Van De Ven and Vice President Cabin Services, Mike Hafner. In this meeting concerns were expressed by the 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 working space thereby inhibits the ability of the B, C and D Flight Attendants to <u>safely</u> and effectively perform a tray service. It was further explained by the Union that a number of engineering fixes were proposed by 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. The meeting concluded with the Union and Company agreeing that these procedural fixes needed to be explored fully by Cabin Services, the Union and the LOPA task force with the results being presented to Mike Van De Ven for final decision if the group could not reach consensus in the matter.*

- *<u>The U.S. Transportation Security Administration (TSA) will begin testing new software on its advanced imaging technology (AIT) machines</u> that enhances privacy by eliminating passenger-specific images and instead auto-detecting potential threat items and indicating their location on a generic outline of a person, TSA Administrator John Pistole announced today. TSA will test the new software at Las Vegas McCarran International Airport (LAS) beginning today, February 1, and at Hartsfield Jackson Atlanta International (ATL) and Ronald Reagan Washington National Airport (DCA) in the coming days. The new software will automatically detect potential threat items and indicate their location on a generic outline of a person that will appear on a monitor attached to the AIT unit. As with the current version of AIT, the areas identified as containing potential threats will require additional screening. The generic outline will be identical for all passengers. If no potential threat items are detected, an "OK" will appear on the monitor with no outline. By eliminating the passenger-specific image associated with the current version of AIT, a separate TSA officer will no longer be required to view the image in a remotely-located viewing room. Through removing this step of the process, AIT screening will become more efficient, expanding the throughput capability of the technology. TSA worked with the Department of Homeland Security's (DHS) Science & Technology Directorate (S&T) and private industry to develop the software, and began testing it at the TSA Systems Integration Facility in the fall of 2010. AIT screens passengers without physical contact for both metallic and non-metallic threats, including weapons and explosives. Currently, there are nearly 500 imaging technology units at 78 airports nationwide, with additional units planned for deployment this year. The new software is being tested on millimeter wave AIT units currently in airports, with plans to test similar software on backscatter units in the future.*

- *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 are working together to alter procedures in order to preclude these hazard exposures to our Flight Attendants and Ground Operations employees. Additionally, the Inflight ASAP ERC is now involved in that an ASAP report was received concerning one of the door seal penetration events.*

- *After receiving intelligence gathered by the Department of Homeland Security's Transportation Security Administration, the FAA issued emergency airworthiness directive (AD) 2011-04-09 which requires airlines to remove or discharge all chemical oxygen generators in lavatories. Southwest Airlines Maintenance has begun removing oxygen generators and masks from lavatories and will be removing them from all aircraft within the next twenty days. Lavatories remain serviceable and available for use after compliance with this AD. In the event of decompression, are to follow normal procedures to check the lavatories for passengers when it is safe to do so. Pilots are being instructed to discreetly inform Flight Attendants of this information as it relates to their assigned aircraft.*

- *TWU Local 556 President, Thom McDaniel together with 1st Vice President and National Safety/Security Coordinator, Michael Massoni authored a letter of congratulations and thanks to each Member of the Professional Standards Committee on the one-year anniversary of the redeveloped program. In addition, Michael Massoni provided an ASAP education/awareness Q&A and scenario based training module that was used in the committee's annual training session that was held in Chicago on February 10, 2011.*

*OPEN DISCUSSION ITEM(S):*

- *The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)*
  - *Continued Education & Awareness*
  - *Continued challenges by Inflight Services on the scope, purpose and intent of the program*
- *737-800 LOPA Task Force*
  - *Configuration Challenges*
  - *Service Procedures*
  - *Ovens for Crew use*

*SCHEDULED AND STANDING MEETINGS:*

- *Thursday, February 17, 2011 @ 1500hrs CST – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards*
- *Thursday February 24, 2011 – ASAP ERC Meeting 1100hrs CST – 1500hrs CST*
- *Friday February 25, 2011 – PIT Station Visit on Gate Defrosting/Deicing procedures*
- *Monday February 28, 2011 through Tuesday February 29, 2011 – International Health and Safety Taskforce Meeting in NYC*

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

The Board went to lunch at 1245 and reconvened at 1400.

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

Crystal Reven was excused for personal reasons.

Stacy Martin was absent.

The Local 556 Grievance Team and Office Staff and two LaborForce Representatives were present at the Meeting for training on the newest upgrade to LaborSoft, the Local's Grievance database.

Mark Torrez was excused at 1405 to meet with Kyle Whiteley, the Local's Communications Chair.

Crystal Reven entered the Meeting at 1439.

The Grievance Team Members and the LaborForce Representatives were excused at 1510.

Mark Torrez returned to the Meeting at 1513.

Supplemental Insurance Representative Lori Whitaker entered the Meeting at 1513.

The Board reviewed Lori's proposal to make a new product, offered by Quantum Healthcare Solutions, available to the Members of Local 556 during the upcoming open enrollment period. The product would give Flight Attendants access to licensed physicians via phone or internet twenty-four hours a day throughout the year.

Lori Whitaker was excused at 1540.

The Board took a break at 1540 and reconvened at 1600.

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

Stacy Martin was absent.

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

*Meetings/Events Attended:*

- *ERC Meeting (2)*
- *ETOPS Training*
- *737-800 Galley Meeting*
- *HASC*

*ENS/Phone Call Follow-ups:*

- *Sick passenger – F/A in contact with bodily fluids*
- *F/A with security problems*
- *F/A's injured in turbulence*

*Articles/Research*

- *NIOSH Pandemic Flu Outbreaks in London*
- *F/A with FMLA issues*

*Follow-up Issues*

- *ASAP reports reviewed prior to meetings*
- *Ask the Source Enquiries*
- *Keeping gloves stocked at bases*
- *ASAP in RT*

*Scheduled Meetings in February*

- *HASC (Health and Safety Committee)*
- *ASAP ERC Meeting (twice per month)*
- *Train the Trainer sponsored by Int'l TWU*

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

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

*Audrey reported that filming of the reserve Contract Live videos was delayed, and should be accomplished during the next week. Additional Resource Guidesheets were sent to the bases for Domicile Executive Board Members to place in the folder. There are three new settlement letters that have been signed in the last month, and they will be added to the Web site. Kyle Whiteley updated the New Hire booklet; it has been printed and looks great. We will continue to work on additional materials for the New Hires.*

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

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

| | |
|---|---|
| *Total calls/queries:* | *21* |
| *Total cases handled:* | *9* |
| *Cases with Pilots/Calls from Pilots* | *2* |
| *Total cases with positive outcome* | *6* |
| *Percentage as positive outcome* | *67%* |

*Call volume for January increased. We are continuing to experience the trend of the highest percentage of callers continue not have a correct definition of PS, how it operates, and what it covers. Many of our callers have already turned in IRs. They somehow have the idea (both Pilots and Flight Attendants) that if they write up each other, they notify both entities. We are now beginning to use ASAP as an additional tool when needed. We had two cases that were particularly challenging. One involved the Chair of Pilots Professional Standards intentionally violating the protocols of our program. As a last resort, I then called the President of SWAPA to resolve the issue, and it was. The other was a drawn out case whereby the Flight Attendants we were working with chose to use CWA to message each other negative messages. I submitted to correspondence to the recording Secretary for your review. I have submitted two articles to TWU publications in an effort to address the issue of lack of correct information. I am trying some new approaches to see if that helps. Our new Inflight liaison Dave Kissman has been fully briefed and transitioned into his new role with our program and has provided excellent leadership guidance on issues thus far. During January, I finalized travel, hotel and other arrangements for our one day PS training/gathering in Chicago scheduled for February 9 to be held at Chicago airport.*

*Today we conducted the Professional Standards Training at Chicago Midway. It was the first gathering of the group since we launched the program last March 1, 2010. We had fourteen total in attendance (counting myself), with only three members that could not attend. The weather was perfect, only Dallas had all the snow and ice so Dave Kissman in Chicago really does have a lot of influence keeping the weather in Chicago clear for us-but it was only six degrees! The training room was perfect and so were the drinks, coffee and OUTSTANDING pizza supplied by Dave Kissman. We covered the following topics:*

- *Reviewed first year of operation and accomplishments*
- *Drew comparison of where each one was a year ago as compared to today as a Committee Member and noted the immense personal progress of each Member*
- *Presented letter to each Committee Member from Thom McDaniel and Michael Massoni congratulating each of them on making a positive difference*
- *Committee was able to meet Dave Kissman and Shannon Hiat. Dave presented Committee Members "gifts" from Inflight-and they loved them!*
- *Reviewed statistics on total number of calls, total cases worked and cost savings to TWU and Inflight as a result of the Committee's efforts*
- *Reviewed the seven steps in case work from start to finish-and how each step matters*
- *Discussed and reiterated all internal communications. Also reviewed several of my communications/correspondence on Committee protocols.*
- *Reviewed and discussed Hotel Committee calls and program guidelines*
- *ASAP and how the program correctly interfaces with it on referrals*
- *Tim Gaithor form Pilots Professional Standards spoke to group and answered questions*
- *Discussed communication styles and strategies/effective and non effective*
- *Each Committee Member presented an in depth analysis of case(s) worked and explained to the group the elements of the case and what the remedies and solutions were. Very effective group learning.*
- *Reviewed eleven steps of effective leadership*
- *PS Chair leadership transition this November and my hopes that any of them are willing to apply.*

*In my opinion, our session together today was as effective and helpful as could be hoped for. Committee Members were fully engaged in accepting new information, reviews, clarifications, and revisions and the group lead discussions were effective and productive. The long-term aspects of the program have been clearly enhanced by providing the funding to allow training. Thank you to everyone that had a hand in making this possible-you truly made a positive difference today.*

There was discussion.

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

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

*Uniform Chairperson, Crystal Reven reported with great excitement that Land's 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 Land's End will take over production of all future items. Crystal reported that she has reached out to the Account Executives at Land's 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 suggestion by Southwest Airlines for Land's 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. Cuyler Thompson **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 un-courteous 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.*

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

Bryan Orozco submitted the **Civil and Human Rights Committee Report**:

*Bryan Orozco reported that he had discussions with Addie Crisp, Kevin Barber and Cat Dusek about having some kind of event for the ten year's anniversary of 9/11.*

Cuyler Thompson made a **motion** to accept the Civil and Human Rights Committee Report. John Parrott **seconded** the motion. The motion **carried**.

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

*CISM had a total of 38 calls into our hotline during the month of January. This number is lower than normal – we are not getting notified of all calls. I have been working with Inflight on this and hopefully they will notify us each and every time. If any of you can help with this at your base I would very much appreciate it! My new Inflight Liaison is Brian Ridgeway- Orlando Inflight Manager. I have met with* *him over the phone several times and things seem to be going rather well. I have seen a big difference in our notification already this month! Below you will see the breakdown of our calls:*

| | |
|---|---|
| ***Incidents*** | |
| *A/C Mechanical* | *6* |
| *Confidential Issue* | *2* |
| *Death on Board* | *1* |
| *F/A Hospitalization* | *2* |
| *F/A Illness on RON* | *1* |
| *F/A Personal Issue* | *2* |
| *Medical Emergency* | *14* |
| *Other* | *1* |
| *Prep Cabin for Emergency* | *1* |
| *Smoke in Cabin* | *2* |
| *Smoke in Cockpit* | *2* |
| *Suicide- Attempted* | *1* |
| *Turbulence* | *3* |
| ***Total:*** | ***38*** |

*Our annual CISM Recurrent Training is April 12-14. I wanted to thank the Board for their support. I appreciate all the efforts you all make to ensure that when an incident happens you make sure CISM knows about it. My goal this year is that CISM will be more involved this year in the Safety Fairs and events that we can use to educate the Membership. I am open to any suggestions and would love to help where I can. Thank you again for your support!!*

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

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

*Over the past month, I have remained busy as your Communications Chair. We hosted a live Web cast January 6, and regretfully, there was an issue with the new version of Flash, and with our video hosting company, Watershed, that prevented us from broadcasting video. However, we did broadcast the audio and recorded the video conversation for later viewing. Ustream's Watershed does not have any type of live assistance, and over the past two weeks we have isolated the problem via email. This month's live Web cast will be held Tuesday, February 15, 2011 at 18:00 CST. Allyson Parker-Lauck will be hosting, and Michael Massoni will join Thom to discuss ASAP, and to update the Membership on the 737-800s. We only sent three E-Connections in January. Thanks to John DiPippa, Audrey Stone, and Bryan Orozco for keeping their Flight Attendants informed through this program. To date, there have not been any E-Connections sent for February. The DEBMs were notified on January 31 that the February bulletin boards were ready to be downloaded and printed. Thanks to Audrey Stone, Bryan Orozco, and John DiPippa for updating their bulletin boards. As you will see on the attached pages, not all DEBMs have had time to keep their bulletin boards up-to-date, and I feel the Executive Board should decide if changing the bulletin boards monthly is really what they want to do. As per the strategic plan, the focus for February is ASAP, and should be discussed on the twentieth during the system wide lounge mobilization. We had also planned on having the 2011 scholarship as part of the focus for the month, due to the timing; I suggest that we split next month's focus on "The Lists" to include our scholarship offerings. The TWU Web site visits have continued to increase from this time one year ago.*

| *Jan13-Feb 12 2010* | *Jan13-Feb 12, 2011* |
|---|---|

| | | |
|---|---|---|
| *Unique visits:* | *5,858* | *5,972* |
| *Page views:* | *23,914* | *28,925* |
| *Page views per visit:* | *4.08* | *4.84* |
| *Home page bounce rate:* | *45.37%* | *44.84%* |
| *Average time on site:* | *4:09* | *3:36* |

*The top five page visits are: Contract, pay charts, bill payments, uniform committee, and President's page. The base page views are as follows: Baltimore – 211, last updated – January 10; Dallas – 182, last updated – January 12; Chicago – 140, last updated February 12; Phoenix – 140, last updated January 31; Las Vegas – 135, last updated January 25; Orlando – 110, last updated November 17; Oakland – 105, last updated January 19; and Houston – 68, last updated February 10. Unity Update will be sent to the printer over the next week. Joe will send an email to the DEBMs when it is shipped. Clearly there were problems with the Winter issue of Unity. Aside from the cover being changed five times, a couple of the authors were unhappy with the way their articles were edited. As long as I have been doing Unity and Unity Update, I have often found it necessary to edit articles for both content and space requirements. As Editor of the magazine, you should expect no less.*

There was discussion.

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

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

Thom McDaniel recessed the Meeting at 1713.

## ***Wednesday***

**February 16, 2011**

Thom McDaniel called the Meeting to order at 0830.

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

Crystal Reven was excused due to illness.

Stacy Martin was absent.

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

A Grievant entered the Meeting at 0925 to discuss the merits of the Grievance.

Becky Parker and the Grievant were excused at 0954.

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

Grievance Team Member Sara King entered the Meeting at 1010 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1015 to discuss the merits of the Grievance.

Sara King and the Grievant were excused at 1045.

John Parrott made a **motion** to proceed on a Grievance. Jimmy West **seconded** the motion. The motion **carried**.

The Board took a break at 1051 and reconvened at 1105.

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

Crystal Reven was excused due to illness.

Stacy Martin was absent.

Allyson Parker-Lauck was a guest at the Meeting and submitted the **Grievance Committee Report**:

> *Allyson apologized for not submitting a written report for the January 2011 Executive Board Meeting. She reported that the last two months have been especially difficult in the Grievance department due to the Emergency Sick Leave situation followed by weeks of bad weather across the country. The number of new grievances filed spiked significantly; however, now that the holidays are over, more progress is being made to settle existing grievances, so the total number of grievances has remained somewhat steady. During the two weeks prior to the February Executive Board Meeting, ten Flight Attendants were reinstated, nine of which were terminated for "Intentional Disregard of an Assignment." Due to the very busy time in late January and early February, the Company and Union agreed to cancel the standing February Board of Adjustment dates. The Union will soon be going to Arbitration on the many grievances involving Open Time outages during the initial release each month if a settlement is not reached. Allyson reported that she and Thom McDaniel met with Sonya Lacore and Paula Gaudet on January 28 to discuss the proposed new Customer of Size procedures. As a result of that meeting, the Company rescinded the new procedures and will involve the Union in any further discussions on this issue.*

The Board **agreed** that if any new Group Grievance was filed regarding Crew Web Access (CWA) after the Grievance had been slated for Arbitration, that the Board would vote on the matter via email because of the time-sensitive nature of the case.

Allyson Parker-Lauck explained a proposed settlement to a Group Charter Grievance. The Board **agreed** that Allyson Parker-Lauck could proceed with negotiating the settlement with Management.

Michael Massoni made a **motion** to accept the settlement to a Grievance. Todd Gage **seconded** the motion. The motion **carried**.

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

Allyson Parker-Lauck was excused at 1140.

Thom McDaniel reported that Grievance Team Member Jamie Lynch had resigned her position in the Office. Thom recommended that temporary Team Member Erich Schwenk be offered a full-time position on the Local 556 Grievance Team.

Don Shipman made a **motion** to accept Thom McDaniel's recommendation that Erich Schwenk be offered a full-time position on the Local 556 Grievance Team. John DiPippa **seconded** the motion. The motion **carried**.

Cuyler Thompson presented a proposal for Communications Chair Kyle Whiteley in which a Weekly Report would be included on the Local 556 Web site showing what the Leaders of the Union had accomplished each week for the Members of Local 556.

Todd Gage was excused at 1158 to make a reservation.

John Parrott made a **motion** to approve Kyle Whiteley's proposal to add a Weekly Report to the Local 556 Web site. Cuyler Thompson **seconded** the motion. The motion **carried**.

Karen Amos made a **motion** to offer Quantum Healthcare Solutions to the Members of Local 556. Jimmy West **seconded** the motion. The motion **carried**.

Cuyler Thompson **agreed** to notify Lori Whitaker of the Board's decision.

The Board went to lunch at 1215. Cuyler Thompson, John Dipippa, Donna Keith and Todd Gage answered the Office telephones during the break so that the Local's Grievance/Office Team could leave the Office for lunch together as was scheduled quarterly. The Executive Board Meeting reconvened at 1409.

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

Thom McDaniel and John Parrott were excused to participate in a court-ordered mediation regarding Stacy Martin's lawsuit against the Local.

Crystal Reven was excused due to illness.

Stacy Martin was absent.

Michael Massoni chaired the Meeting.

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

> *Mark reported that the applications for the two scholarships awarded by Local 556 will be available on the Web site soon. In addition to the two sponsored by the Local (Paul Gaynor & Shanna Martin), the 556 Scholarship Committee is also offering the TWU 556 Scholarship, sponsored by Lori Whitaker, and the Michael Quill Scholarship, sponsored by TWU International. The TWU 556 Scholarship will also be a one-time award of $1500 and the criteria will be the same as the Shanna Martin Scholarship. The Michael Quill Scholarship is administered by TWU International. It is a $1200 Scholarship awarded to twelve people on a lottery system and is renewable for up to four years. Kyle Whiteley is working on adjusting the application to include the newly added TWU 556 Scholarship and adding a link to the International Application. To avoid any deadline confusion, all four scholarship deadlines are May 1.*

*The Scholarship Committee will convene during the May Executive Board Meeting and applicants will be notified by Friday (5/13) of that week. The winner's pictures will also be featured on the Web site once everyone has been notified. Last year, the committee did not receive a large amount of applications and the Paul Gaynor Scholarship did not get awarded. Mark noted that he will be sending each DEBM back to their Domicile with two posters and asked if they would like flyers for their base. If flyers are requested, he asked that they be distributed to individual mailboxes and that they place a poster in their glass case. He also asked the DEBM's to ask their Base Manager if there is an alternative high traffic area that they may place the second poster (e.g. Check in phones/computers). Mark also filmed a short video promoting 556 Scholarships for use on twu556.org. Similar to the Survey video, it will play each time a user logs on to the Web site. Mark asked if Scholarship information could be added to the bi-weekly hotline, TWU 556 Facebook updates, TWU 556 Tweets, and all of the three publications put out by the Union prior to the May 1 deadline. Unfortunately, the efforts to increase the amount of the Scholarships thru the sales of the 35th Anniversary pins fell short. Therefore, the Scholarships will remain at the previous level of a one-time award of $1500 funded solely by the Local.*

Karen Amos made a **motion** to accept the Scholarship Committee Report. John DiPippa **seconded** the motion. The motion **carried**.

John DiPippa made a **motion** to donate $100 to Joe Tavera who was the second most wounded veteran in the Iraqi War. Jimmy West **seconded** the motion. The motion **carried**.

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

*Todd attended the ATD Veterans Committee Meeting on February 8, 9, and 10 in Miami, FL. The Committee has chosen to assist wounded Veteran Joel Tavera. He is the second most wounded Veteran from the Iraqi War. Fundraisers will be held in the Miami area to help raise money for the construction of Joe's house. The ATD Veterans Committee has set up an account for donations as well. Todd will be adding a link to this cause on the Veteran's Committee page on the TWU 556 Web site. Information for Veterans regarding applications for home loans, health benefits, and a phone number for homeless Veterans will be updated to the Web site shortly. The ATD Veterans Committee now has a Facebook page. Todd would like to conclude his report by stating that the Veterans Committee article in the latest addition of Unity (Winter 2011) was edited and changed from its original content.*

Donna Keith was excused from the Meeting for Union Business at 1420.

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

The Board **agreed** to change the name of the Local's Provisioning Committee to reflect the new name of the Company's Cabin Services Committee.

Donna Keith returned to the Meeting at 1432.

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

Jimmy West made a **motion** to approve the Cabin Services Committee Report. Mark Torrez **seconded** the motion. The motion **carried**.

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

*Donna participated in the Green Team meeting this month via conference call. The feedback provided was encouraging and the goal is to gain participation from Southwest Airlines company wide. One of the challenges to be presented is to "repurpose" items after they have been retired from their current use in order to save money as well as be green. Donna suggested in order to encourage more participation from Flight Attendants the way to reach them may be to put out a positive message requesting their assistance in the Green Mission on SWAlife as that is an efficient and convenient way to reach all Flight Attendants. We addressed contamination levels as one reason items will not be accepted as recyclable. There was discussion concerning some of the challenges that the Provisioning Department has with logistics in relation to location of the recycle containers and Provisioning work areas. The numbers in 2010 are very encouraging last year as a company Southwest recaptured 2,600 tons of recyclable material which translates in to approximately what is believed to be eighteen to twenty percent of our waste. The Green Team has fully funded its efforts and tasks with the proceeds from recycling efforts.*

Jimmy West made a **motion** to approve the Green Committee Report. Karen Amos **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to approve the purchase of security camera equipment in the amount of $2455. Todd Gage **seconded** the motion. The motion **carried**.

Michael Massoni left the Meeting at 1451.

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

Mark Torrez reported that Local 556 Policies and Procedures Manual had been updated. He **agreed** to send electronic copies to Members of the Executive Board.

Michael Massoni returned to the Meeting at 1505.

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

The Board discussed the Weekend On Call Program. The Board **agreed** that John Parrott would develop a backup plan which would be implemented in cases of extremely high call volume. Audrey Stone **agreed** to discuss the issue with John Parrott.

The Board took a break at 1548 and reconvened at 1600.

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

Thom McDaniel and John Parrott were excused to participate in a court-ordered mediation regarding Stacy Martin's lawsuit against the Local.

Crystal Reven was excused due to illness.

Stacy Martin was absent.

Cuyler Thompson submitted copies of two sets of charges submitted by Member Greg Hofer against Thom McDaniel in which Mr. Hofer alleged that, (1) Thom McDaniel violated a working rule of the Union and (2) violated Labor-Management Reporting and Disclosure Act (LMRDA). The Board **agreed** to consider the charges separately.

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."

Audrey Stone made a **motion** to vote on both charges by Roll Call Vote. Jimmy West **seconded** the motion. The motion **carried**.

A **Roll Call Vote** was conducted on the first 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 |
| John DiPippa | Nay |
| Karen Amos | Nay |
| Michael Massoni | Chair |
| Jimmy West | Nay |
| Don Shipman | Nay |
| Bryan Orozco | Nay |
| Cuyler Thompson | Nay |
| Donna Keith | 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 |
| John DiPippa | Nay |
| Karen Amos | Nay |
| Michael Massoni | Chair |
| Jimmy West | Nay |
| Don Shipman | Nay |
| Bryan Orozco | Nay |
| Cuyler Thompson | Nay |
| Donna Keith | 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 |

| | |
|---|---|
| John DiPippa | Yea |
| Karen Amos | Yea |
| Michael Massoni | Chair |
| Jimmy West | Yea |
| Don Shipman | Yea |
| Bryan Orozco | Yea |
| Cuyler Thompson | Yea |
| Donna Keith | 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 charge against Thom McDaniel was deemed improper by the Executive Board.

A **Roll Call Vote** was conducted on the second 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 | Yea |
| Todd Gage | Yea |
| Audrey Stone | Yea |
| John DiPippa | Yea |
| Karen Amos | Yea |
| Michael Massoni | Chair |
| Jimmy West | Yea |
| Don Shipman | Yea |
| Bryan Orozco | Yea |
| Cuyler Thompson | Yea |
| Donna Keith | Yea |

The Board **agreed** that since Greg Hofer's charge did **not** state the exact nature of the alleged offense as required by Section 1 of this Article, it was not necessary to vote on questions (b), (c) or (d) of Article XIX Section 3.

The charge against Thom McDaniel was deemed improper by the Executive Board

Cuyler Thompson submitted copies of another set of charges submitted by Member Greg Hofer against Thom McDaniel and Susan Kern in which Mr. Hofer accused Thom McDaniel and Susan Kern of conduct unbecoming a Member of the Union and violating of the LMRDA.

The Board **agreed** that the TWU Constitution allows two or more Members to be jointly charged with having participated in the same act(s) as an offense or with having acted jointly in commission of such an offense and may be jointly tried. The Board **agreed** to consider the charges against Thom McDaniel and Susan Kern jointly.

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."

Jimmy West made a **motion** to vote on the charge by Roll Call Vote. Todd Gage **seconded** the motion. The motion **carried**.

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 | Yea |
| Todd Gage | Yea |
| Audrey Stone | Yea |
| John DiPippa | Yea |
| Karen Amos | Yea |
| Michael Massoni | Chair |
| Jimmy West | Yea |
| Don Shipman | Yea |
| Bryan Orozco | Yea |
| Cuyler Thompson | Yea |
| Donna Keith | Yea |

The Board **agreed** that since Greg Hofer's charge did **not** state the exact nature of the alleged offense as required by Section 1 of this Article, it was not necessary to vote on questions (b), (c) or (d) of Article XIX Section 3.

The charge against Thom McDaniel and Susan Kern were deemed improper by the Executive Board.

Cuyler Thompson submitted copies of another set of charges submitted by Member Greg Hofer against Thom McDaniel and Susan Kern in which Mr. Hofer accused Thom McDaniel and Susan Kern of conduct unbecoming a Member of the Union and violating of the LMRDA.

The Board **agreed** that the TWU Constitution allows two or more Members to be jointly charged with having participated in the same act(s) as an offense or with having acted jointly in commission of such an offense and may be jointly tried. The Board **agreed** to consider the charges against Thom McDaniel and Susan Kern jointly.

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."

Cuyler Thompson made a **motion** to vote on the charge by Roll Call Vote. Todd Gage **seconded** the motion. The motion **carried**.

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 | Yea |
| Todd Gage | Yea |
| Audrey Stone | Yea |
| John DiPippa | Yea |
| Karen Amos | Yea |
| Michael Massoni | Chair |
| Jimmy West | Yea |
| Don Shipman | Yea |
| Bryan Orozco | Yea |
| Cuyler Thompson | Yea |
| Donna Keith | Yea |

The Board **agreed** that since Greg Hofer's charge did **not** state the exact nature of the alleged offense as required by Section 1 of this Article, it was not necessary to vote on questions (b), (c) or (d) of Article XIX Section 3.

The charge against Thom McDaniel and Susan Kern were deemed improper by the Executive Board.

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

Jimmy West was excused at 1718 to call the Orlando base.

John Parrott returned to the Meeting at 1718.

Thom McDaniel returned to the Meeting at 1719.

The Board continued to review and make correction to the January 2011 Executive Board Meeting Minutes.

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

Thom McDaniel recessed the Meeting at 1740.

## ***Thursday***

**February 17, 2011**

Thom McDaniel called the Meeting to order at 0837.

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

Crystal Reven was excused due to illness.

Stacy Martin was absent.

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

A Grievant entered the Meeting at 0850 to discuss the merits of a Grievance.

Erich Schwenk and the Grievant were excused at 0913.

Don Shipman made a **motion** to proceed on a Grievance. Michael Massoni **seconded** the motion. The motion **carried**.

Todd Gage made a **motion** to proceed on three Grievances per the Grievance Review Committee. Mark Torrez **seconded** the motion. The motion **carried**.

Todd Gage made a **motion** not to proceed on five Grievances per the Grievance Review Committee. Mark Torrez **seconded** the motion. The motion **carried**.

Allyson Parker-Lauck was excused at 0934.

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

> *In January, John had Shop Stewards Jesse Cano and Louie Sibaja in the lounge for monthly lounge mobilizations. John wrote the Hotline Script for January 21 and February 4 and sat Emergency Officer on Call the last week of January and the first week of February and will be sitting it again during the February Executive Board session. John would like to thank Karen, Donna, Crystal, and Todd for taking a portion of it during the days that he was flying. John wants to thank Anne Barnes for stuffing the January Unity. John has been in constant communication with his Shop Stewards and sent out an E-Connection for January and will be working on another E-Connection after Executive Boards this month. John has been having problems updating his base page due to technical glitches on his base page, so thanks to Kyle Whiteley's help, John has been able to keep his base page up to date. John reported to the Board that Deb Edwards is the new Base Manager and he will be meeting with her on a quarterly basis to discuss any Union/Base Issues that may come up. Finally, John was disappointed that the Phoenix Message to the Field was cancelled as he planned on attending on behalf of the base.*

John Parrott submitted the **December 2010 Financial Report** for review, which had been delayed due to the unavailability of information from the Local 556 Financial Advisor.

Don Shipman made a **motion** to approve the December 2010 Financial Report. Todd Gage **seconded** the motion. The motion **carried**.

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

Todd Gage made a **motion** to approve the January 2011 Financial Report. Don Shipman **seconded** the motion. The motion **carried**.

John Parrott submitted copies of information regarding the investments of the Local from Horizon Investments and Local 556 Investment Advisor Tim Mullaney for review. The Board **agreed** to review them for next month when Mr. Mullaney would be a guest at the Meeting. The Board **agreed** to make the decision on the investments of the Local in April when John Parrott was present.

John Parrott submitted information regarding the TWU Local 556 2010-2011 Operating Budget.

The Board **agreed** that the TWU Local 556 2010-2011 Operating Budget was a balanced one.

Todd Gage made a **motion** to approve the TWU Local 556 2010-2011 Operating Budget. Don Shipman **seconded** the motion. The motion **carried**.

The Board took a break at 1005 and reconvened at 1020.

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

Crystal Reven was excused due to illness.

Stacy Martin was absent.

Allyson Parker-Lauck and Contract and Leave Coordinator Denny Sebesta were guests at the Meeting to discuss the merits of a Grievance.

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

Allyson Parker-Lauck and Denny Sebesta were excused at 1027.

Thom McDaniel discussed the fact that the Grievance Team had been very busy lately with all of the winter weather and re-routes and asked that Executive Board Members be mindful of this and to try to limit and consolidate the number of calls to the Union Office during a single day.

Thom McDaniel submitted copies of Proposed Amendments for Transport Workers Union Local 556 Agreement for Executive Assistant Madeleine Howard.

There was discussion.

Jimmy West made a **motion** to approve the Contract Agreement between TWU Local 556 and the Union of Painters and Allied Trades on behalf of Madeleine Howard. Michael Massoni **seconded** the motion. The motion **carried**.

Audrey Stone was excused at 1044 to attend the Baltimore Message to the Field.

John DiPippa made a **motion** to pay Anne Barnes 2.0 TFP for a Fact-Finding Meeting after a lounge mobilization. Jimmy West **seconded** the motion. The motion **did not carry**.

There was discussion regarding Executive Board Members copying Flight Attendants on private Executive Board emails.

Todd Gage made a **motion** to pay the registration fee for Donald Silva and Matt Hettich to attend the California Federation of Labor Conference. Mark Torrez **seconded** the motion. The motion **carried**.

Todd Gage made a **motion** to donate $250 to Flight Attendant Aurora Kirby whose house had recently burned. Mark Torrez **seconded** the motion. The motion **carried**.

Jimmy West made a **motion** to excuse John Parrott from the March Executive Board Meeting for medical reasons. Todd Gage **seconded** the motion. The motion **carried**.

Michael Massoni made a **motion** to excuse Jimmy West from the March Executive Board Meeting for vacation. Don Shipman **seconded** the motion. The motion **carried**.

Michael Massoni brought Management's request to pay for part of CISM to the Board.

Michael Massoni made a **motion** to fund the CISM Mental Health Professional for CISM trainings not to exceed $6,000. Don Shipman **seconded** the motion. The motion **did not carry**.

Cuyler Thompson discussed the January 2011 calls that had been logged into LaborSoft by the Executive Board and Grievance Team. He reported that there had been some improvement from the previous month's report.

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

> *Thom McDaniel and Grievance Chair Allyson Parker-Lauck met with Brendan Conlon and Mike Mankin on January 13 to discuss recent terminations resulting from "intentional disregard of an assignment" in the past few months. Management agreed to re-examine the Work and Conduct Rules to make them more clear regarding this issue and to reconsider any discipline resulting from this issue. The Union and Management were able to agree to a joint RBF clarifying Reserve obligations and resolve several grievances. Thom thanked SWA Management and Allyson Parker-Lauck for this collaborative effort. Thom McDaniel reported that he had coordinated the Coalition of Flight Attendants meeting and dinner that was hosted by TWU Local 556 on January 18-20 in Washington DC. Thom thanked TWU International President Jim Little for welcoming the group and for making the new TWU Headquarters available for the meeting. The Coalition Meeting was attended by Thom and Michael Massoni as well as TWU Legislative Director and Local 556 Member Portia White as well as attendees from the Association of Flight Attendants (AFA), the Association of Professional Flight Attendants (APFA), the International Association of Machinists (IAM), and the United Steel Workers (USW) representing over 100,000 Unionized Flight Attendants. Issues that were discussed included the ASAP, regulatory issues, HIMS Programs for Flight Attendants, legislative issues including the FAA Reauthorization Bill, Crewpass for Flight Attendants, Turbulence Injuries, Union Dues Structures, and Coalition Attendance. The next Coalition Meeting will be held May 17-18 and will be hosted by the IAM. Thom McDaniel and John Parrot met with TWU Executive Administrative Assistant Madeleine Howard and her Union Representative Carla Grady on January 24 to negotiate Madeleine's employment contract. They were able to reach an agreement and it will be presented to the Executive Board for approval. Thom attended a meeting with TWU COPE Director Alex Garcia, Political Field Assistant and Southwest Airlines Flight Attendant Gwen Dunivent, and TWU Local 555 President Charles Cerf on January 25 to discuss holding joint COPE Drives for the Local 555 and 556 Members. Thom and Chuck agreed to work collaboratively on the effort. Alex and Gwen will be addressing the Executive Board in March. Thom chaired the Texas Labor Management Conference (TXLMC) Meeting in Austin on March 2. The TXLMC Conference will be held on June 21-23 in 2011 in San Antonio. The next meeting will be held on March 30 in Austin. Thom and Grievance Chairperson Allyson Parker-Lauck met with Mike Mankin, Claire Taitte, and Kevin Allen on March 27 to discuss the process for vacancy awards for Supervisors returning to line as Flight Attendants. An agreement was reached and was approved by the Executive Board. Thom and 1st Vice President Michael Massoni met with Mike Van de Ven and Mike Hafner on March 27 to discuss galley and cabin configurations on the 737-800 aircraft. Our Union's main focus in the meeting was ensuring that there was adequate galley space with jumpseat riders and that Flight Attendant input was given proper consideration regarding galley*

*configurations and service procedures. Thom and Allyson Parker-Lauck met with Sonya Lacore and Paula Gaudet regarding the Company's changes in Customer of Size (COS) Procedures that were due to take effect on February 4 . Thom and Allyson made the points that COS procedures had never been the responsibility of Flight Attendants , the Union had not agreed to the procedure change, the procedure changes were not effective, and Flight Attendants had no training on the procedures. Paula informed the Union that since the bulletin was already distributed it could not be postponed. Thom and Allyson stated that the Union would be grieving the procedure change if it were implemented. On Monday, January 31, Management announced that they would not be going forward with the changes in the COS procedures at this time. On February 7, Houston Domicile Executive Board Member Crystal Reven met with Management Members as a Union Representative to give Flight Attendant input on any proposed changes in COS procedures. No changes have been made. Crystal will meet again with Management on February 17. Thom represented Local 556 at the TWU International Executive Council Meeting in Las Vegas January 31-February 3. While in Las Vegas, Thom and TWU International Organizing Director Frank McCann met with Allegiant Airlines Management to discuss moving forward in negotiations since Allegiant Flight Attendants recently voted to be represented by TWU. Thom has agreed to assist with the Allegiant negotiations as time permits. Thom will participate in a conference call regarding Allegiant strategy with Frank McCann, Karla Kozak, and Mark Richard on February 17. Any lost time or expenses resulting for Allegiant work will be reimbursed by TWU International. Thom co-facilitated Strategic Planning and Capacity Building for TWU Local 234 in Philadelphia February 7-9. The Local 234 Executive Board and Staff developed a strategic plan for their Membership for the upcoming year. All expenses and lost time will be reimbursed by TWU International. Thom and Allyson Parker-Lauck met with Paula Gaudet regarding "part-time Recurrent Training Instructors." It appears that Management is attempting to shift the RT Instructor position from a Supervisory role to an non-Management position. Thom and Allyson notified Paula that this change had implications on Contractual language and that the Union did not agree that non-Management personnel could issue discipline. Paula did not seem to take the Union's concerns seriously and no resolution was reached. Thom and Allyson notified Paula that the Union would proceed through different avenues. Thom and Strategic Advisor Mark Richard met with Joe Harris, Naomi Hudson, Brendan Conlon, and Mike Mankin to discuss issues regarding 737-800 implementation and issues as well as negotiations for overwater flying. It was agreed that the Union and Management would compile a list of topics that will need to be addressed in future negotiations on those subjects. As agreed by the Executive Board, Thom coordinated a Valentine's Day event for AirTran Flight Attendants. While the plan had to be adjusted somewhat due to a picketing event that was scheduled, Thom went to Atlanta along with Board Member at Large Don Shipman and Shop Steward Stephanie Roberts and Southwest Flight Attendants who live in Atlanta, Patrice Tilford and Ryan Rodney delivered cupcakes, water, and Valentines to the picketing AirTran Flight Attendants. The AirTran Flight Attendants were very appreciative of the effort and look forward to working together at Southwest Airlines. Thom extended a special thanks to Patrice for arranging the cupcakes and water and to Kyle Whiteley for creating the Valentine. AirTran will be holding additional events in six cities over six weeks. Thom participated in the TWU Live Webcast on February 15 with Michael Massoni and Allyson Parker-Lauck. The next live Webcast is scheduled for March 15. Thom reported that a new Southwest New Hire Flight Attendant Training Class had started on February 14 with approximately 100 candidates who are all internal Employees. The Union will present the New Hire Presentation on March 3. Thom has been working with Audrey Stone, Kyle Whiteley, and Erich Schwenk on updating the New Hire Presentation and New Hire Booklets have been revised and printed. The New Class will graduate on March 11. There are two additional classes scheduled for the year and the Union will be presenting on April 14 and May 3. Southwest Airlines also opened up applications for external candidates on February 14 for two hours. There was a system crash and the system was reopened for one hour on February 16. Thom has continued to work with the Grievance Team, Executive Board, other Unions, and Southwest Management on all issues concerning the Union and maintains and open door for all Members.*

There was discussion regarding Management's publication of new Customer of Size (COS) Procedures, which had placed the responsibility of enforcement on the Flight Attendants. Management had rescinded the COS Procedure change three days before it was to have become effective, after it was made very clear to Management that the new COS Procedures were outside of the scope of a Flight Attendant's job and a violation of the Contract. The Executive Board **agreed** to stand by this decision.

There was discussion regarding the fact that recently trips pulled for Executive Board Members to attend the monthly Executive Board Meeting were being submitted prior to the release of open time.

Thom McDaniel submitted a piece of correspondence from Member Michele Moore.

The Board went to lunch at 1243 and reconvened at 1402.

Executive Board Members present were Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Don Shipman, Todd Gage, Bryan Orozco, John DiPippa, Karen Amos and Jimmy West.

Thom McDaniel was excused for personal reasons.

Crystal Reven was excused due to illness.

Audrey Stone was excused to attend the Baltimore Message to the Field.

Donna Keith was excused to attend a Meeting.

Stacy Martin was absent.

Michael Massoni conducted training for the **Aviation Safety Action Program** (ASAP) reporting for Executive Board Members.

Donna Keith returned to the Meeting at 1428.

Jimmy West and John DiPippa left the Meeting at 1435 to catch flights.

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

The Board reviewed and made corrections to the Minutes.

Don Shipman made a **motion** to approve the January 2011 Executive Board Meeting Minutes. Mark Torrez **seconded** the motion. The motion **carried**.

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

The Board reviewed and made corrections to the Minutes.

Don Shipman made a **motion** to approve the January 2011 Executive Board Meeting Synopsis. Mark Torrez **seconded** the motion. The motion **carried**.

Michael Massoni was excused for Union business at 1441.

John Parrott chaired the Meeting.

Donna Keith left the Meeting at 1452.

Michael Massoni returned to the Meeting at 1452.

Karen Amos **agreed** to contact Executive Board Members with more information regarding Toms Shoes.

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

Michael Massoni adjourned the Meeting at 1453.

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

Cuyler Thompson
Recording Secretary