



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

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Executive Board Meeting February 15-17 Synopsis

Tuesday

February 15, 2010

Thom McDaniel called the Meeting to order at 0830.

TWU Local 556 Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Mark Torrez, Colleen Griffin, Audrey Stone, Jimmy West, Donna Keith, Crystal Rains, Karen Amos, John DiPippa and Bryan Orozco.

Todd Gage was excused to attend the TWU International Veterans Committee Meeting.

Michael Massoni was excused due to injury.

Stacy Martin was excused for personal reasons.

TWU International Vice President Garry Drummond was a guest at the Meeting.

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

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

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

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

For the Period of January 1 – January 30:

<i>Vacation Days</i>	<i>33.5</i>
<i>Sick Days</i>	<i>23.0</i>
<i>Appointments</i>	<i>4.0</i>
<i>Other</i>	<i>4.0</i>

<i>Total Days to cover</i>	<i>60.5</i>
<i>Temporary Staff Days Utilized</i>	<i>0.0</i>

Congratulations to the Team for taking care of our Members without the need for any additional headcount for this month. Our operation continues to be impacted on Mondays and Fridays in part by the four day work schedule. If all allowed vacation slots are granted, up to five people can be out on Mondays and Fridays. This does not allow any room to absorb sick calls. A shift change proposal will be offered in new business.

Colleen Griffin submitted her **Officer's Report** as Board Member at Large (BMAL):

January 26, 2010: Colleen participated in a teleconference with John Parrott and Michael Massoni regarding our Strategic Planning assignment. A meeting with Mike Hafner or designee is scheduled on March 15, 2010 for discussion of Union media tiles for Domiciles. February 5, 2010: Colleen participated in the TWU 556 Anniversary celebration at the MDW Lounge. Domicile Executive Board Member (DEBM) Donna Keith did an outstanding job preparing for this event and came in well under budget. There were a variety of healthy food choices for both breakfast and lunch. Flight Attendants (and Supervisors) expressed their appreciation of the food and drink. 2010 Winter Storm: Colleen received a great many questions from Flight Attendants about reschedules and stranded Contract language. Colleen sends a great big "thank you" shout out to Becky Parker for the email she sent advising us to refer Flight Attendants to Article 8.1.E and the Q and A on page 227. Colleen updated the Microsoft Word version of the Policies and Procedures Manual (P & P) with the latest revision (January 2010) of the Emergency Officer On-Call procedure. Several Board Members requested copies of the revised P & P and, in the interest of saving paper and money and making the P & P readily accessible to Board Members, Colleen asks the Board's permission to make the P & P available for Board Members to download via a USB flash drive.

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

Mark began his report by stating he recently attended the New Officer Training Course hosted by TWU at the National Labor College in Silver Spring Maryland on January 25-29 along with MDW DEBM Donna Keith. Mark stated that he hopes to incorporate elements of the course into future New Officer Training course for Local 556. Mark also reported that he, along with OAK DEBM Todd Gage, and OAK Shop Steward Heather Joy hosted the 35th Anniversary celebrations in OAK by delivering breakfast snacks to arriving crews in Terminal 2 and later in the day pizza. Flight Attendants both in the Lounge and on Board the aircraft were very appreciative and thankful for our efforts. Mark was slated to 2nd Chair a Board of Adjustment (BOA) along with HOU DEBM Crystal Rains and Negotiating Team Member Don Shipman, however the case settled in favor of the Flight Attendant before the BOA. He recently sat Emergency Officer On Call on February 8-14 and attended the OAK Membership Meeting on February 10. He is currently working on finalizing this year's scholarship deadlines and flyers and is working with Communications Coordinator Kyle Whiteley on advertisements. He is also finalizing the Project Redesign Report to be sent out to all the committee members. Finally, Mark is working with OAK DEBM Todd Gage on organizing some of our Members in OAK to help TWU's efforts in organizing Virgin America and jetBlue.

The Board **agreed** that 2nd Vice President Stacy Martin should submit an Officer's Report during monthly Executive Board Meetings for inclusion in the Minutes.

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

John updated the Board that PHX has had a few Fact Finding Meetings as of late. As far as upcoming events go, John updated the Board that the Provisioning Meeting scheduled for February has been cancelled and will be rescheduled for the end of April. John was able to attend the annual Message to the Field on February 2 and sent an email out to the Base recapping the event. John also sent out an E-Connection that included notes from a Roundtable that was held in PHX last year. As far as Lounge Mobilizations are concerned, John was in the Lounge a few times last month after Boards and was in the Lounge already a couple of times this month. John would like to thank the PHX Base, especially Vicki, Deb, and Leah for their assistance with the 35th Anniversary Party, which was on February 5. The party was a great success and 1st VP Michael Massoni joined John in co-hosting the event. John also informed the Board that Leave Specialist Sharon Flandi has recently resigned from Southwest and that her position will not be filled, thus leaving the base with only Geri Parker as the sole Leave Specialist. John also mentioned to the Board that he attended the 1st Quarter Membership Meeting this month and reports that the attendance was very low. Finally, John has communicated with his Shop Stewards and the Red Rack and Glass Case are up to date.

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

Audrey reported that Baltimore had three Fact Finding Meetings during the last four weeks, but there are approximately six Meetings being scheduled for this week. Most of the activity is because of write-ups and Scheduling calls. The 35th Anniversary Party was postponed at the request of Base Leadership due to inclement weather, and will be rescheduled during the last week of this month. Shop Stewards have all been contacted, and the Base page is up to date. The Glass Case was updated following the January Board Meeting, and Unity was distributed. Audrey attended a final meeting in DAL on January 19 regarding the Maryland Flexible Leave Act, and an agreement was reached. The final language is being edited, and a Memo will be distributed in all BWI Flight Attendants' mailboxes. She also attended a meeting at Southwest Airlines the same day regarding updating the Work and Conduct Rules. Audrey met with Base Manager Jamie Willard on January 27. During the first week of February, she assisted the Base with a helping a Flight Attendant who was in the hospital. Audrey also spent the weekend of February 6 and 7 assisting with the Weekend on Call, and answering questions from BWI-Based Flight Attendants who were stranded during the storm. Audrey was scheduled to attend an OSHA Stakeholders Meeting on behalf of Local 556 on February 10, but it was postponed due to inclement weather. She will coordinate with Michael Massoni regarding the rescheduled date.

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

Crystal began her report by stating that there were no administrative changes in Houston's Inflight Office. Since she last reported, there have been many Fact Finding Meetings in the Houston Base. Fact Finding Meetings were conducted for attendance, discourteous behavior, Crewmember conflict, and Appearance Standards to mention a few. The Houston Base has had one termination and several letters of discipline issued for Work in Conduct violations. On February 5, the Houston Flight Attendants celebrated TWU's 35th Anniversary in the Lounge. Crystal and Thom McDaniel served a warm breakfast egg casserole, assorted fruit, specialty creamers and muffins in the morning and hot Frito pies and cupcakes in the afternoon. The celebration was very well received by all and Crystal was asked to relay their thanks to the Executive Board. Crystal added that since she last reported she participated in the Weekend On Call program on February 13-14. Similarly, Crystal reported that she is serving on three Arbitration prep teams, which have been working steadily for the Greivants. Crystal corresponded with Shop Stewards several times throughout the month of January and beginning of February. Likewise, Crystal would like to thank Houston Shop Steward, Chad Knesek for assisting in

Houston Lounge Mobilizations. Crystal reports that she send out an E-Connection on February 9 and the Red Rack and Glass Case are both up to date.

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

Karen reported that the Dallas Base has had total of five Fact Finding Meetings and Step Two Hearings since January Executive Boards. One was regarding an Unaccompanied Minor, one regarding discipline and three were regarding Failure to Report (FTR) issues that were incurred while Flight Attendants were attempting to check in. Karen has contacted the Dallas Shop Stewards to make them aware of problems occurring while Flight Attendants are checking in and has asked them to have the Flight Attendants write up any problems that they experience. On February 5, a System Wide Lounge Mobilization was held to celebrate Transport Workers Union's 35th Anniversary. Breakfast and lunch was served to all Crewmembers that checked in on that day. It was a great success and the Flight Attendants seemed to really appreciate it. Two additional Lounge Mobilizations were held in Dallas and the major topics that came up in conversation dealt with items that were being implemented in the Contract in February. Todd Gage and Karen are working on a committee for Union activists. The Red Rack has been updated as well as the Union Bulletin Board. All Union publications have been distributed and an E-Connection was sent out. The Dallas Webpage has been updated.

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

Jimmy reported that Fact Finding Meetings are on the rise again. Jimmy reported there was one termination this past week. Jimmy reported the 35th Anniversary was a huge success. The Flight Attendants helped themselves to a yogurt parfait bar and lunch was pizza and cookies. Jimmy reported that due to all the cancellations from the snowstorm, there were several deadheading Crewmembers who were encouraged to take food to the Crew working their flights. Jimmy wanted to thank the MCO Base for their assistance in helping Jimmy set up for the event as well as them providing the provisions for the day. The Orlando station Safety Fair will be held February 25 and Jimmy will be at the Inflight table. Jimmy reported that during the snowstorm that shut down the Northeast, he had numerous phone calls regarding Flight Attendants being stranded, etc. Jimmy reported there were FTR's issued when Flight Attendants did not click the 'acknowledged' button when their pairings were changed. Jimmy reported the Red Rack and Glass Case are up to date and publications have been distributed.

Cuyler Thompson submitted the **Oakland Base Report** for Domicile Executive Board Member Todd Gage:

Todd reports that the past month in Oakland has been busy with Fact Finding Meetings. He reports that two No-Shows were overturned after the Step Two process. One issue regarding a lost ID ended with a Written Warning for a delay of flight even after an Airport Standby was assigned the trip and then later pulled off once the ID was found. Although there is no written procedure for discipline of lost ID's in the Domicile, the Base issued the Written Warning. Todd thinks the Board should address this issue. Base Manager Reen Emelet has brought to Todd's attention problems with graffiti at one of the check-in computers behind the podium at Gate 24. This computer was placed there as a courtesy for the Flight Attendants and Pilots to use once they pass through security. Todd addressed the issue on the Base Page and will be addressing it in the E-Connection. The Local's 35th Anniversary party was very well received at the Oakland Base. Yogurt, fruit and granola was served in the morning and pizza in the afternoon. Due to the small amount of foot traffic in the Lounge, BMAL Mark Torrez, Shop Steward Heather Joy, and Todd went around to the gates making sure all the food was handed out to the Flight Attendants. Todd thanks Mark, Heather, and the Oakland Management team for their help with this occasion. The E-Connection was sent out in January, Glass Case was updated, Red Rack organized,

and Shop Stewards have been contacted. Todd received many positive comments about the Unity Magazine that was distributed. Three Lounge Mobilizations were conducted in January and one so far in February. Flight Attendant Matt Hettich has asked to be a delegate to the Alameda County AFL-CIO Labor Council. He is a member of the COPE team and just recently graduated from Cal Berkley majoring in Political Science. He will be joining Shop Steward Heather Joy who represents our Local now. Todd sat Weekend Officer On-Call once again during the irregular operations in the east coast. Over 70 calls were taken with several callbacks. Special thanks to Audrey Stone for her help as well as Denny Sebesta. Todd also worked in the Union Office answering phones on January 18 and 19.

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

On January 2 and 3, Donna was the Weekend On Call Officer. The week of January 25 – 29, Donna attended the New Officer Training Program at the National Labor College with Board Member at Large Mark Torrez. Donna attended the First Illinois / Indiana State Conference on February 4 with Erich Schwenk. Gwen Dunivent, Alex Garcia and Hubert Sneed were also in attendance. This is an exciting new challenge and she looks forward to participation in this. Donna reports that the TWU 35th Anniversary Celebration on February 5 in the Chicago Flight Attendant Lounge was great success and well received by attending Flight Attendants. Donna would like to thank Erich Schwenk and Colleen Griffin, who were also in attendance and a great help. There have been quite a large number of Appearance Standards Discipline cases in the Chicago Base. This has been addressed with Base Management, especially the issue of the Supervisors disciplining Flight Attendants in full view of other Flight Attendants, Employees, and Customers. There remains the issue of Supervisors conducting Fact Finding Meetings over the phone with Flight Attendants in reference to Passenger letters. This has also been addressed with Base Management. The Chicago Base has been relatively quiet in regards to Fact Finding Meetings with only a few conducted. The Base Page, Red Rack, and Glass Case have been updated.

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

Bryan Orozco would like to thank Addie Crisp and James Gould for their help with the 35th Anniversary party on February 5. He also met with Base Manager Scott Wells. He sent texts to all the Shop Stewards. He attended the Arizona/Nevada State Conference and went to the Nevada AFL-CIO Meeting in Las Vegas. He updated the Glass Case and cleaned the Red Rack. He also did a Fact Finding Meeting.

John Parrott and Thom McDaniel **agreed** to research a method by which the Local Grievance Team/Office Staff would know when a Domicile Executive Board Member was conducting a Lounge Mobilization in a Base and thus available to attend a Fact Finding Meeting.

Cuyler Thompson submitted the **CISM Committee Report** for Chair Eileen Rodriguez:

Incidents

Aircraft Incident 1

Aircraft Mechanical 8

Death on Board 3

Decompression 1

Flight Attendant Hospitalization 3

Jumpseat Intervention 5

Lightning Strike 4

Medical Emergency 6
Non Work Related 1
Substance Abuse- FAAP Referral 3
Turbulence 2
Total: 37

The interview process is finally complete and we will be adding 20 new people to our Team! They will attend new member training in Dallas on March 9-10 and will also attend Recurrent Training April 13-15 with the entire Team. This was a very tedious process but I know we got twenty **great** people to join our Team. Each candidate was interviewed by one or two different people and a final interview by me. I know they would love it if each of you would send the ones in your base a welcome message or card.

BWI-
Ruthann Tucholka #65247
Al Castaldo #90162

DAL-
Bernice Coulson #24298
Troyanna Alford #69120
Katie Chitty #77789

HOU-
Debbie McDermott #43842
Jane Demars #56942
Perry "Joe" Gossett #84929

LAS-
Nina Francione #43547
Jan Raio #80976
Chris Padilla #75757

MCO-
Sandy Bane #52662
Mike Harris #80486
Loreen Anderson #22580

MDW-
Ben Adis #44627
Rachel Bleier #45569

OAK-
Kent Hand #70720
Wanda Zimmer #36510

PHX-
Sheri Smith #86954
Sherry Bendorf #84243

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

Meetings Attended:
HASC (Health and Safety Committee)
H1N1 Health Symposium
Fact Finding at DAL Base – UM issue

Contacted Flight Attendants injured or involved in an ENS item:
3 contacted due to emergency landing – flap issue – no evacuation – aircraft landed with no problems
3 contacted due to an a bird strike during take-off causing the aircraft to return to the departure city immediately
1 contacted due to sickness on the aircraft – she ended up being hospitalized
1 contacted due to turbulence injury – injured shoulder
3 contacted due to death in flight – Passenger appeared to be asleep – tried to wake her upon landing and realized she had passed away
1 contacted due to Flight Attendant getting needle stick

Articles/Research

Continued Research on Air Quality
Continued Monitoring of the H1N1 pandemic
Research on American Airlines ASAP Program
Research on Southwest Airlines proposed ASAP Program
Games for 2010 Safety Fairs

Follow-up Issues

Flight Attendant call regarding pay on leave issues
Flight Attendant call regarding Workers Compensation injury
Flight Attendant call regarding Maternity Leave issues
Flight Attendant call regarding FMLA/Medical Leave
Flight Attendant call regarding procedure for sick passengers on aircraft
Flight Attendant call regarding support hose on aircraft

Scheduled Meetings in February

HASC (Health and Safety Committee)
Professional Standards Training
ASAP Meeting with FAA

Cuyler Thompson presented a report on the **H1N1 Symposium**, which Health Committee Chair Michele Moore had attended in New York City on January 29, 2010.

The H1N1 symposium in New York City was filled with an amazing amount of information about the H1N1 Flu, the H1N1 vaccination and about pandemics in general. A great deal of time was spent on what we can do to make sure an emergency preparedness plan is in effect to be prepared for future pandemics, not necessarily just the H1N1. Following are some interesting facts: H1N1 crowded out the seasonal flu this year – 80% of people that had the flu this year actually had H1N1. Every year, seasonal flu hospitalizes approximately 200,000 people, from April 2009 – Jan 15, 2010 - 362,000 people had been hospitalized due to H1N1. The reason H1N1 is considered more dangerous than the seasonal flu is that it goes to the lungs, whereas the seasonal flu is mainly upper respiratory. There are three ways H1N1 is spread: Droplet Transmission, Airborne Transmission and Contact Transmission. The H1N1 vaccination was discussed at great lengths. A very small percentage of people have actually taken the H1N1 vaccine. It is thought that the inability to get the vaccine during the major outbreak has influenced these percentages as well as the negative publicity regarding the H1N1 vaccine. Government agencies are still strongly promoting that the public get vaccinated against the H1N1 as they feel that a third wave of the H1N1 could appear in the spring, and actually be worse than the previous outbreaks. At one point we had a break-out session that had a group come up with a comprehensive plan for pandemic procedures in a particular work group. Our group looked at the duties of Flight Attendants and what had and possibly could be done in the future to aid our work group in the event of a worsened H1N1 pandemic. One accomplishment was being able to get rid of the pillows and blankets. We also added additional masks on the aircraft as well as a protocol for identifying passengers or Crewmembers that were experiencing flu like symptoms. Our areas of weakness are that our workforce has been informed but not necessarily trained on the procedures that could help alleviate the spread of the H1N1 virus. Additionally, the overnight cleaning process of the aircraft should be done more aggressively. Lastly, we felt that a “no-fault” attendance policy in relation to the H1N1 virus needs to be considered by the Company. As a result of this symposium, I have several “to-do” items on my list to get accomplished. I am going to write an article to our Flight Attendant group urging them to still get the H1N1 vaccine as well as the seasonal flu vaccine. I am going to recommend for them to continue using

safe precautions such as continual hand washing, wearing gloves during cleaning and trash pickup and monitoring passengers with flu-like symptoms. I will also recommend staying at home if they feel they have the flu. Additionally, I am going to discuss with the Company what their Emergency Preparedness Plan is, not just in relation to the H1N1, but also in the event of a different type of pandemic. I would like to discuss the possibility of them implementing a non-punitive leave procedure in the event of a pandemic that could cover their own illness or a family member's illness. Lastly, I would like to know what type of extra cleaning the Company would implement in this type of situation in the future. This is just a brief summary of the information that was covered. I appreciate the opportunity I had of attending the symposium.

Audrey Stone presented the **Education Committee Report**. There was no written report submitted.

Cuyler Thompson presented the **Professional Standards Committee Report** for Chair Michael Broadhead and Kevin Mackenzie-Daily Operations Manager:

Total number of calls received	23
Number of calls transitioned into casework	22
Number of calls not transitioned into casework	0
Number of calls for issues not covered under Professional Standards (non-duty related conflict)	1
Number of cases resolved favorably	20
Number of cases not resolved favorably	0
Cases are currently in progress and not yet completed	3
Number of cases involving Pilots	4
Call times per case: Low time of 30 minutes/ High time of 3.5 hours	

The new program:

The complete redo of Professional Standards (PS) started on December 1, 2009. Incredible progress has been made and we are on schedule for a start date of March 15 for the rollout and implementation of the new PS program for Southwest Airlines Flight Attendants. TWU Local 556 Executive Board, Michael Massoni TWU PS Liaison, and Steve Murtoff Inflight PS Liaison have been extraordinary in their support, time and commitment to assisting with the redo. Many thanks! A new PS Operations Guide has been completed, new Committee Members have been selected for a vastly expanded Committee, and we are now in the final stages of the redo with developing all training materials for the new program for Committee Members. Committee Member training is schedule for early March. I am extremely honored and excited about the prospects of this Committee due to the amazing Flight Attendants that are going to be on this Committee working for all of us. The new program is going to be centered and focused on increase in safety compliance, enhanced Crew Resource Management (CRM) and focus specifically on duty related conflict. It will be vastly different from the current program. Please watch for full articles in UNITY and Onboard in March publications for full information on the new program. We are also going to be partnering more with CISM and I am very excited about the combined efforts.

The current program:

The current program continues to operate and I have to give high praise for the hard working Committee Members that have stayed on through the redo. Their workload has been much higher than usual since the number of Committee Members is lower than needed and call volume has remained high. Big accolades to them! We continue to have a few phone calls that the Committee is not able assist Flight Attendants. Cell phones are most commonly used to leave messages and signals inside hotels,

cars, or airports can be fractured and weak. You will still have a weak signal and the call stays connected, but no voice is being transmitted. We ENCOURAGE you to use a standard landline instead and please, follow the new instructions on the voice mail system. It will allow us to better serve and assist.

Existing Committee Members:

*Kevin Mackenzie/PHX FA 52905-Manager of Daily Operations during transition
Carol Adams/DAL FA 6888
Sabrina Falcon/OAK FA 70321
Lezli Richie/DAL FA 17918
Kurt Beggs/HOU FA 32698
Annette Santiago/MCO FA 12738*

New Committee Members (will be taking cases after training completed)

*Mary Beth Lewis OAK FA 73776
Shona Erlenmeyer OAK FA 86896
Cynthia Belle OAK FA 72694
Nayo Alston MDW FA 36536
Robert (Bob) Green MDW FA 75126
Ryan Regal MDW FA 74679
Adam Taylor BWI FA 79389
Lyda Grawn PHX FA 22255
Thom Jolly MCO FA 75981
Cory Wells DAL FA 69637
Jane Demars HOU FA 56942*

Colleen Griffin left the Meeting at 0938.

Interim Chair Crystal Rains submitted the **Uniform Committee Report:**

Crystal reports that the Uniform Steering Committee (USC) would not be meeting in February. There have been no Appearance Standards changes or any Uniform changes. She added that the Wear Test Period for the 'proposed' Uniform dress concluded on February 8 and although the 'official' feedback will not be known until the March USC, the feedback that Crystal has received has been overwhelmingly negative and she will not be voting for the current dress prototype. Crystal has spent a great deal of time communicating with Flight Attendants across the system via telephone and email about many ideas, concerns, suggestions in regards to Uniforms. She credits the Executive Board, particularly the DEBM's, who have promulgated the most current Uniform information to the Flight Attendants in their Base. Crystal has responded to all calls and emails she has received and although she cannot always give the Flight Attendant the answer they would like to hear, the Flight Attendants have been greatly appreciative of the timely information they have been given in response. Crystal is in the process of updating the Uniform page on the TWU 556 website to reflect the accurate and up to date Uniform information. Crystal would like to thank Val Lorian for his continued availability and support in assisting her through the transition. Crystal ends her report by saying that the position of Interim Uniform Committee Chair is challenging to say the least, she has found that Uniforms is a topic that many Flight Attendants are very passionate about however she is enjoying the challenge very much and relishes the opportunity to serve the Flight Attendants in this capacity!

Colleen Griffin returned to the Meeting at 0946.

There was discussion about the Flight Attendant Uniforms.

The Board took a break at 1002 and reconvened at 1024.

Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Mark Torrez, Colleen Griffin, Audrey Stone, Jimmy West, Donna Keith, Crystal Rains, Karen Amos and Bryan Orozco.

Todd Gage was excused to attend the TWU International Veterans Committee Meeting.

Michael Massoni was excused due to injury.

John DiPippa was excused to attend to computer issues.

Stacy Martin was excused for personal reasons.

TWU International Vice President Garry Drummond was a guest at the Meeting.

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

This has been a very busy month working as your Communications Coordinator for our Local. On February 5, our Local celebrated 35 years affiliation with TWU in seven of our eight Crew Bases. Unfortunately, our party in Baltimore had to be postponed due to the massive winter storm that forced the closing of the Base. Throughout the system, Flight Attendants were met with smiling faces both on the aircraft and in the Lounges, where we dished up breakfast and lunch in celebration. At the end of January, Mary Matthews and I filmed TWU and Southwest Leaders giving their thoughts about our Local and our accomplishments. Following the tapings, I met up with Mary in New York where we worked together to edit the short film. This opportunity taught me a lot about the software we use, as well as techniques that will really help us provide a better product for our Members in the future. I sent decorations and prepared posters for the DEBMs to print for the parties. Our Website hosted the online congratulations video starring Thom, Gary, Herb, Colleen, and Garry Drummond, as well as posting of pictures as they came in to the site of the events happening in the Bases. I heard from some of the DEBMs that the event was a success, and I wish to thank everyone that participated for making it a special day for our Union. The night prior to the event, I added the thumbnail picture viewer Katie Dexter of Appletree, the company that hosts the Local's Website, located for us to use on our homepage, the video, and a new flash player where the rotating images were located. The top portion of our Website may now be utilized in many different ways. Eventually, I would like a video player to reside in this section of the site, freeing up the remaining portion of the home page for announcements. On February 4, I contacted Naomi Hudson and offered any assistance we could provide in spreading the word out about the cancellations and schedule changes. Naomi was appreciative, yet I did not hear from them during either weather event. The information that was posted on our Website came from SWALife and a couple of updates from the office. Unity Update will be sent on Monday, February 22. The issue will have a special section from Denny Sebesta about reroutes, pay, and procedures to follow when an Employee is unable to get to work. We will also be featuring information on the Scholarship Program, and will have the due dates for the Scholarship applications. The January edition of Unity Magazine was a disappointment due to some serious issues with our printer. The paper was incorrect, the colors were incredibly off, there were several font and bullet point problems, and some format changes that plagued the edition. It is very frustrating to work so hard on the layout and editing to have our printer make inexcusable changes. I have spoken with Steve regarding the problems, but have yet to receive a

satisfying explanation for what occurred. I will be able to provide more information during the March Board Meeting. The deadlines for the April issue of Unity will be sent in an email this next week. While we continue to see some days that spike on the TWU Website, our visits seem to be slowing down a bit. Our average of 200 hits per day is down to an average of 186. Tuesdays are our biggest day on the TWU Website, with Saturday and Sunday consistently being the lowest in the 120's. I feel we need to make a concerted effort to ensure that all of our pages are updated and fresh each Monday. The Base pages are a bit of a mess. Either the content is very outdated, or the formatting does not lend itself to being easily read. I am happy to assist anyone in updating their page, adding pictures - special columns. When you place content on your Base page - please make sure it is readable. Please use a good size font, avoid colors that are hard to read and align the content to the left. Top ten Web pages for January with the Haiti Emergency Relief Pages taken out: Contract, Committees, Uniform Committee, From the Source, TWU TV, CISM Application, RCSA, Chicago, Insurance Information, and Contact Us. The number of emails being received from the Website is way up. I would like to thank Denny Sebesta for handling the lion's share of these emails. I personally believe that because we are doing a better job of responding to these emails, people are using this as a source for accurate information. As a reminder, if you receive an email from the TWU Website, please copy me with the answer or I will call to verify that the email was answered. Technologies such as Facebook and Twitter seem to be a great avenues to providing timely information to our Members. Please help us inform our Members of our presence on both of these applications. To assist with our Tweeting, Chicago Flight Attendant Erich Schwenk has offered his assistance in keeping our presence active. Erich and I will be talking further in the coming weeks about the types of messages we will be sending or resending to our group as well as developing processes should a Member submit a question via Tweet. Regretfully, I am ill prepared to give a full report on the launch of "The Lists." We remain on schedule for the program launch of March 1. Katie now has the program back from the editors and she is completing the work on her end to make it look like our current Web product. I have spoken with Local Counsel Ed Cloutman about the legalese for the program, and will be submitting to him a complete layout, program description, and proposed language for our Terms of Use this Wednesday. Actual testing of inputting data will begin this week, and I will be reaching out to Officers and Shop Stewards for help in physically testing the program. I will send each office additional information including the legal language as soon as it is ready. In March I will be attending the interactive sessions at South by Southwest. There are four other people from the International that will be attending as well - two of them work on their Website. I wish to thank the Executive Board for allowing me the opportunity to attend and I look forward to bringing back new ideas. Finally, I have been approached by TWU international to assist with the organizing of Virgin America and jetBlue. My duties will include, assisting with the development and content for their Websites and the development of printed collateral. I am very excited to be a part of this group effort, these Flight Attendants are facing some of the same challenges we faced several years ago, and TWU will allow them to become one group, with one united voice. Karla Kozak, one of our Flight Attendants that works for the Organizing Department has done an amazing job with the International, and I am very glad to be working under her guidance.

Bryan Orozco presented the **Civil and Human Rights Committee Report**. There was no written report submitted.

John DiPippa returned to the Meeting at 1036.

Cuyler Thompson submitted the **Shop Steward Committee Report**:

Cuyler stated that the Local 556 Shop Stewards continue to do an excellent job advocating for and educating our Flight Attendants. He noted that he had sent a Special Shop Steward Connection

educating the Shop Stewards on potential problems with which they may be asked to help the Flight Attendants regarding the Base closures and Scheduling reroutes during the 2010 Winter Storms. He reported, however, that he had attempted to contact one particular Shop Steward who had missed a scheduled Fact Finding Meeting and who needed to be reminded and retrained regarding the duties and expectations of the Local 556 Shop Stewards. Cuyler noted that the Shop Steward had not returned his calls, but that he would continue to attempt to address the issue. Cuyler reported that Communications Chair Kyle Whiteley had uploaded to the Local 556 Website the Shop Steward Training Video, taped during the 2009 Shop Steward Training held in Dallas, Texas. Cuyler invited Domicile Executive Board Members to use the video when training new Shop Stewards.

Thom McDaniel **agreed** to talk to Chair Brett Nevarez about establishing a tracking procedure to ensure that calls placed to the Flight Attendant Assistance Program (FAAP) were dealt with appropriately.

Mark Torrez presented the **Scholarship Committee Report**. There was no written report submitted.

John Parrott and Mark Torrez **agreed** to research the feasibility of establishing an endowment to fund future TWU Local 556 Scholarship Awards.

Cuyler Thompson submitted the **Working Women's Committee Report** for Chair Cat Dusek:

Greetings from the Working Womens Committee (WWC). I will be attending the first tri-annual ATDWWC meeting of the year this March 1 and 2. As promised, I have been working with the Committee's new president, Margoret Saddler of Southwest's Local 555. With the help of Local 556 I am bringing in a guest speaker from California to address the committee on the many facets of human trafficking including but not limited to, the inherent dangers, human rights violations and effects on labor. The subject came up briefly at our last meeting and the WWC Members showed an interest in learning more. I was happy to contact a law professor/expert on the issue and she agreed to come and speak to the group. Professor Jennifer Chacon will be addressing the ATDWWC on March 1 at 10:30am. The meeting is in Hurst, TX, very near DFW. Any Board Member who is interested or knows any Union Member who may have an interest in hearing more on the subject is welcome to sit in with us for the presentation. We welcome all. Feel free to contact me with any questions or for more detail. I am afraid my efforts to grow our own Membership in the WWC have not been quite as progressive this past quarter. This is a fault I intend to remedy over the coming months. I have recently been in touch with Michael Massoni regarding an issue that has kept me out of my Union email (most likely my complete lack of computer savvy), as well as John Parrott regarding budget issues and the need to keep track of work and expenses. I thank you for your time.

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

The Board reviewed and made corrections to the Minutes.

Mark Torrez reported that he continued to work on the **Quality of Service Survey Project**.

Audrey Stone reported that the **Expanded Customer Service Project** was proceeding as scheduled.

Thom McDaniel **agreed** to contact Communications Committee Chair regarding the content of a one quarter-page flyer to be distributed to the Flight Attendant Mailboxes regarding the Expanded Customer Service Project, etc.

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

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

Todd Gage was excused to attend the TWU International Veterans Committee Meeting.

Michael Massoni was excused due to injury.

Stacy Martin was excused for personal reasons.

TWU International Vice President Garry Drummond was a guest at the Meeting.

John Parrott submitted copies of as **Office Team Flying Proposal** for the Executive Board to review.

There was discussion.

John DiPippa made a **motion** to accept John Parrott's proposal allowing full-time Office Team Members to take one day off without pay per calendar quarter in order to fly a multi-day pairing and to incorporate the language in the TWU Local 556 Policies and Procedures Manual. Karen Amos **seconded** the motion. The motion **carried**.

John Parrott submitted to the Board copies of the information necessary to continue the **2009-2010 Local 556 Operating Budget** discussions.

There was discussion.

Thom McDaniel was excused at 1418 to get Grievance Chair Allyson Parker-Lauck so that the Board could discuss the merits of a Grievance.

John Parrott chaired the Meeting.

The Board continued to discuss the Local 556 Operating Budget.

Thom McDaniel returned to the Meeting at 1424.

Allyson Parker-Lauck and Grievance Team Member Becky Parker entered the Meeting at 1428 to discuss the merits of a Grievance.

There was discussion.

A Grievant entered the Meeting at 1448 to discuss the merits of the Grievance.

Allyson Parker-Lauck, Becky Parker and the Grievant were excused at 1510.

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

The Board took a break at 1515 and reconvened at 1530.

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

Todd Gage was excused to attend the TWU International Veterans Committee Meeting.

Michael Massoni was excused due to injury.

Stacy Martin was excused for personal reasons.

TWU International Vice President Garry Drummond was a guest at the Meeting.

The Board continued to discuss the Local 556 Operating Budget.

Michael Massoni entered the Meeting at 1611.

The Board continued to discuss the Local 556 Operating Budget.

Cuyler Thompson made a **motion** to recess. John Parrott **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1700.

Wednesday

February 17, 2010

Thom McDaniel called the Meeting to order at 0830.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Colleen Griffin, Bryan Orozco, Audrey Stone, John DiPippa, Karen Amos, Jimmy West, Donna Keith and Crystal Rains.

Todd Gage was excused to attend the TWU International Veterans Committee Meeting.

Stacy Martin was excused for personal reasons.

TWU International Vice President Garry Drummond was a guest at the Meeting.

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

Allyson Parker-Lauck reported that as of February 11, 2010, the Union has 180 Grievances on File: 22 Termination Grievances, 58 Non-Termination Discipline Grievances, 15 Group Grievances, and 85 Individual Contract Grievances. The Christmas/New Year holiday period saw a huge spike in new Grievances filed, but the Union has also been very successful in resolving issues. Since January 1, 2010, 51 new Grievances have been file, and 41 Grievances were awarded, settled, or withdrawn. As of the writing of this report, it is too soon to say whether the recent severe weather that affected much of

the country and resulted in the MDW and BWI Domiciles being closed has resulted in an increase in Grievances (due to the 10-business day filing deadline), but it would be safe to predict that we will see an additional spike in new cases filed in the next week or two. The next two Arbitrations on the schedule are slated for March 10 and March 16 – both are Termination cases. Audrey Stone will be presenting the March 10 hearing, and Ed Cloutman will be presenting the case on March 16. The next Grievance Meeting with the Company is scheduled for Thursday, February 18. The Agenda includes a list of 13 Grievances that the Union will be slating for Arbitration if settlements can't be reached, as well as the next four Grievances the Union will be slating for the March Board of Adjustment dates.

The Board reviewed and discussed recommendations made by the **Grievance Review Committee**, which met the previous day. (This month's Grievance Review Committee had been comprised of Standing Members President Thom McDaniel, Grievance Committee Chair Allyson Parker-Lauck, BOA/Arbitration Coordinator Lyn Montgomery, Contract and Leave Coordinator Denny Sebesta and Rotating Executive Board Members Audrey Stone, Todd Gage and Crystal Rains.)

John Parrott made a **motion** to proceed on three Grievances. Mark Torrez **seconded** the motion. The motion **carried**.

John Parrott made a **motion** not to proceed on six Grievances. Michael Massoni **seconded** the motion. The motion **carried**.

John DiPippa was excused at 0848 to call a Flight Attendant.

Karen Amos made a **motion** to revisit a Grievance. Donna Keith **seconded** the motion. The motion **carried**.

Grievance Team Member Catherine Rea entered the Meeting at 0850 to discuss the merits of a Grievance.

Catherine Rea was excused at 0900.

John DiPippa returned to the Meeting at 0900.

There was discussion about the Grievance.

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

Michael Massoni made a **motion** to revisit a Grievance. Mark Torrez **seconded** the motion. The motion **carried**.

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

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

Allyson Parker-Lauck was excused at 0924.

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

Thom reported that since the January Executive Board Meeting, he had been involved in several ongoing and new projects. Thom worked with Denny Sebesta and Brandon Hillhouse on a termination Arbitration that was to be presented on February 3. Due to the intense preparation and many cases that were discovered through research indicating inconsistency in dealing with the issue, the Grievance was settled before Arbitration and the Flight Attendant was returned to work. Thom thanked Denny and Brandon as well as Sara King and Allyson Parker-Lauck for their assistance on the case. In addition, Thom has continued to work with the Grievance and Arbitration Teams on other issues including resolving an issue where our Members were being denied Vacation Hardship Requests that had been routinely granted in the past. Thom notified Management that if they were changing this practice they would need to give adequate notice and criteria for granting the leaves. The Company agreed that the policy should not be changed without notice and granted all requests. Usually Vacation Hardship Requests are made at the beginning of the new year, so there may be changes in granting the requests next year, however proper notice will be given. Thom has attended meetings with Denny Sebesta and Management regarding reschedules over the holidays. The issue was resolved. Thom and Denny will also be meeting with Management on March 4 to resolve improvements in our FMLA policy due to the FMLA Technical Corrections for Crew Members that was passed by Congress and signed into law by President Obama in December. Thom attended the TWU/SWA 35th Anniversary Celebration in Houston with Crystal Rains on February 5. Thom and Crystal arrived at the Lounge at 5 AM and remained until 430 PM. The Flight Attendants were pleased with breakfast of egg casserole, muffins, and fresh fruit for breakfast and Frito pies and cupcakes for lunch. The day was a complete success and the Flight Attendants were very complimentary of Crystal's hard work as well as the expanded Union services that are being offered. Thom thanked Southwest Airlines for providing juice, soft drinks, and water. Flight Attendants also enjoyed the Anniversary video created by Kyle Whiteley and Mary Matthews. Thom thanked Herb Kelleher, Colleen Barrett, Gary Kelly, Jim Little and Gary Drummond for their participation in the video. Thom has also worked with Jamie Horwitz and Kyle Whiteley and our Union has gotten some media attention for those efforts. Thom and Allyson Parker-Lauck broadcast the third live Webcast on January 19 facilitated by Kyle Whiteley. The audience for the Webcast continues to grow and the questions from Members and later downloads of the Webcast are showing that this is a popular new feature and useful communication tool. There will be a February broadcast on a date yet to be decided. Thom urged Executive Board Members to continue reminding our Flight Attendants to participate in the webcasts. Thom attended the Texas Labor/Management Conference Meeting in Austin on January 20 in preparation for the conference in June. Due to the timing of the next meeting on February 17, Thom will ask the Executive Board to be excused to participate in a conference call at 930 AM. Thom participated in the Southwest Airlines Labor Summit on January 21 at the SWAPA Headquarters. Some key issues that were discussed were the continuing problems faced by other work groups asking to do more with less. Our Dispatchers represented by TWU Local 550 are facing difficult negotiations and asking for our support. Local 550 has printed T-Shirts and will provide them for any of our Executive Board if we let them know what sizes they need. Our Stores Clerks represented by Teamsters are currently voting on a Tentative Agreement, however, they are not sure if it will pass or not. Thom also attended the Southwest Airlines Labor Briefing hosted by Gary Kelly and Laura Wright where they were pleased to find out that SWA had produced a healthy profit due to an excellent fourth quarter. We are in a tough climate however will be increasing flying in the spring and summer, which should be good news for our Employees. Thom worked with the Union Attorney on the lawsuit brought against the Union by Stacy Martin. The Union Attorney has submitted an answer to Mr. Martin's claim. Mr. Martin requested a Temporary Restraining Order and a Temporary Injunction. A hearing was held on January 28. The judge denied Mr. Martin's request based on the fact that among other things, he did not feel that Mr. Martin was likely to succeed on the merits of his claim. Thom notified the EB that the transcript was available for review if they would like to see it. The Union will defend its position if necessary through the trial and has so far incurred legal expenses of \$16,671.76 not including Lost

Time for Union Members preparing and participating in the case. Thom met with the TWU Organizing Committee at the TWU Headquarters on February 1-3 to discuss organizing other Flight Attendant groups who want to join TWU. The group was able to put together a great strategic plan and Thom looks forward to working with our Organizing Department and SWA Flight Attendants to help with this effort. Thom has also met with Organizing Director Frank McCann, Karla Kozak, Virgin America Flight Attendants, and other Team Members at the IEC Meeting in Hollywood, FL. The strategic organizing plan for Flight Attendant groups has great potential for success, and Thom will be asking for the help of our Members to help make sure that all Flight Attendants have the representation they need through TWU. Thom represented our Members at the TWU International Executive Board and Council Meeting in Hollywood, Florida February 8-11. Notable updates are that International Administrative Vice President Hubert Snead will be resigning effective March 1 and ATD Director John Conley was appointed to his position. In addition, TWU Local 555 President Charles Cerf was appointed to the Executive Board position. Thom also reported that Hubert Snead had suffered an aortic aneurism. President Jim Little has asked Hubert to remain in his position as COPE Director, but during his recuperation, Political Field Director Alex Garcia will be working on the COPE Convention to be held April 26-29 in Washington, DC. Thom informed the Executive Board that President Little had asked him to assist in an effort to assess efforts to achieve a contract for the Gaming Division in Las Vegas. Thom also notified the Executive Board that he will also be assisting Mark Richard in training other TWU Locals in Strategic Planning. Any time or expenses incurred from these projects will be reimbursed by the International. Thom and Michael Massoni will be attending the Coalition of Flight Attendants Meeting in Washington DC, February 23-25. In addition to the regular Coalition agenda, the Flight Attendant Unions have agreed to take advantage of the time in Washington to lobby on Flight Attendant and airline issues. Thom reported that the Membership Meetings so far have not been well-attended and thanked Michael Massoni for chairing the Phoenix, Oakland, and Las Vegas meetings due to scheduling conflicts. Michael will also chair the Houston meeting. Thom has participated in weekly conference calls with other TWU Locals and the TWU Department of Legislative and Political Action. Currently TWU is strongly opposed to the pending Senate Bill that would create an excise tax for working people beginning in 2018. President Jim Little sent a strong letter to all Members of Congress expressing our disappointment that this provision was allowed in the Senate bill and encouraged them to reject any bill that taxes health care benefits for workers. While this is expected to be reconciled, we expect President Obama to keep his promise to our Members not to tax their hard-earned benefits. Finally, Thom reported that he had met with ATD Director and new Administrative Vice President John Conley and TWU Economist Roger Donnelley last week about sponsoring a "white paper" on the positive impact of low-cost carriers on our industry, economy and working people. We are all very excited about this project and have already begun to contact experts who are equally excited about participating. Thom continues to serve as a liaison to Management and other Unions as well as maintain an open-door policy for the Executive Board, Office Team, and most of all, our Members.

Thom McDaniel was excused at 0934 to participate in a Conference Call with the Texas Labor Management Conference.

Michael Massoni chaired the Meeting.

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

Currently the Safety Team has the following open and/or resolved action items:

Aviation Safety & Health Data Base (ASHDI) – Reports Under Review = 2

Report

Acceptance Deadline

ASHDI 1701 (AVIATION SAFETY/SECURITY)

Fri 03/26/2010

ASHDI Incident Reports received to date:

All Sponsor Unions / TWU = 3944+ / 265

- Accepted Reports to date (TWU) =177
- See Attached Detail

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 01/10/10 through 02/15/10 = 92
- Emergencies Declared = 13
- All OF 2010 to Date = 104
- ALL OF 2009 = 1210
- ALL OF 2008 = 940

On Tuesday, February 9, word of a new safety compliance investigation of Southwest Airlines was confirmed by sources at the Federal Aviation Administration (FAA). These allegations are still being sorted and defined at this time, but center around maintenance that was performed at Aviation Technical Services (ATS), a maintenance contractor in Everett Washington just outside of Seattle. The allegations surround work that was performed in 2008 during required repetitive maintenance on classic Boeing 737's (-300/-500 series) that are in use at Southwest. It has been alleged that during the repetitive maintenance, ATS was responsible for the replacement of skin panels, and was unable to complete the work as prescribed by the FAA. ATS and Southwest developed a workaround solution, but purportedly failed to inform the FAA to obtain the required clearance for the change in the mandated procedure. On Thursday February 11, TWU Local 556's First Vice President and National Safety/Security Coordinator, Michael Massoni along with Financial Secretary Treasurer, John Parrott met with Company officials to discuss this newest of Safety Compliance Investigations being conducted by the FAA. During that meeting the Company confirmed that there was indeed a new investigation underway by FAA and explained in detail the issues surrounding this investigation. Because this is an ongoing investigation, SWA will not make public comment concerning its particulars. However, we felt it important to get clarification on issues of compliance and the overall safety of the aircraft that are being called into question in this FAA probe. We are happy to report that the aircraft involved are, through a regulatory process known as: Alternate Means of Compliance (AMOC), indeed in full conformity with all applicable FAA regulations. Thus we are confirming that the affected 737 Classic (-300/-500) aircraft within our fleet are completely safe, meeting all airworthiness standards set forth by the FAA. TWU Local 556's Safety Team takes the safety of our Members and the flying public very seriously, and is duly concerned when allegations of this type are brought against Southwest Airlines. We are committed to providing our workforce with the complete details of this investigation as they become available, as well as any further information we may receive concerning the same. The TWU Local 556 Safety Team met with Members of Inflight Safety and Regulatory and the FAA concerning the Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP) – which is moving forward with a tentative late 2010 rollout. This meeting provided us the opportunity to go over final draft language of the Memorandum of Understanding (MOU) between Southwest Airlines, TWU Local 556 and the FAA. An advance copy of this confidential draft language was emailed to the Executive Board for their review and subsequent approval in this meeting. We are planning the official submission of the MOU for FAA approval in the later part of this quarter. An overview of Flight Attendant ASAP appeared in the January issue of Unity magazine in order to facilitate both program familiarization and education to our Membership.

The Civil Aerospace Medical Institute (CAMI) released a technical report regarding Flight Attendant fatigue mitigation training. Per this report, the FAA is developing such a fatigue countermeasure-training program that incorporates their findings from the Flight Attendant fatigue field study. In other industries, fatigue countermeasure training has resulted in substantial benefits to both Employees and their employing organizations. As such, FAA would like to evaluate the benefits such training might have for the aviation industry and Flight Attendants in particular. Currently FAA is seeking volunteers to take part in this initial Flight Attendant fatigue countermeasures training evaluation and we are encouraging our Members to volunteer to participate through our website. Three fatigue countermeasure training session opportunities are for line Flight Attendants and are being held on March 3, 10, and 24 (one-day only) in Oklahoma City at the Civil Aerospace Medical Institute. The training is free for line Flight Attendants and space is limited to 60 per session, registration runs through February 19, 2010. Once the registration information is provided, Flight Attendants will be contacted by CAMI and provided with a confirmation of registration, detailed itinerary, and local hotel information. As of the date of this report, FAA is describing brisk enrollment for this training with all but one class being filled to capacity. In addition to the training, all flight attendants will receive a tour of CAMI cabin safety research facilities, a paper copy and a CD of all training materials, as well as tools to help assess and prevent fatigue on a daily basis. Flight Attendants will also receive a series of articles that have been published on the issue of fatigue in cabin crew operations. The American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE) Winter Conference was a productive two day session which included responses to the second round of public review comments on the ASHRAE aircraft cabin air quality standard guideline, a new section for means to comply with the bleed air monitoring provisions of the standard, and some revisions (addenda) to the standard itself. Copies of the addenda and Public Comment Review ballots and the voting results are available for Executive Board review. TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni presented the report on the International Transport Workers Federation (ITF) Civil Aviation Section, Contesting the Crisis 2 Seminar and Cabin Crew Committee Meetings to TWU ATD Director John Conley for presentation to the International Executive Council at their meeting in Miami, FL. Copies of this report are available for Executive Board review.

SCHEDULED AND STANDING MEETINGS:

*Monday March 15, 2010 – Health & Safety Coordination (HASC)
with Inflight Safety and Regulatory Standards*

*Tuesday February 23 & Wednesday February 24, 2010 – Coalition of Flight Attendants,
Hosted by: AFA-CWA in Washington DC*

*Thursday February 25 & Friday February 26, 2010 – Safety Management Systems (SMS) Aviation
Regulatory Committee (ARC) Working Group at Air Transport Association (ATA) HDQ
Washington, DC*

*International Health and Safety Task Force - Thursday February 18, 2010 @ 2PM CST
(Conference Call) Tuesday March 2, 2010 (Meeting) in NYC*

*Tuesday March 16, 2010 through Wednesday March 17, 2010 - RTCA SC221/Secondary Barrier
Systems for Flight Deck Security in Washington, DC*

Michael Massoni submitted copies of a draft of a Memorandum of Understanding regarding the Southwest Airlines **Aviation Safety Action Program** (ASAP) for Flight Attendants that he had co-authored. The Board **agreed** to accept the draft.

John Parrott made a **motion** to excuse Michael Massoni from the March 2010 Executive Board Meeting so that he could attend the Secondary Barrier Systems for Flight Deck Security Meeting in Washington, DC. Colleen Griffin **seconded** the motion. The motion **carried**.

The Board took a break at 1000 and reconvened at 1015.

Executive Board Members present were Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Colleen Griffin, Bryan Orozco, Audrey Stone, John DiPippa, Karen Amos, Jimmy West, Donna Keith and Crystal Rains.

Thom McDaniel was excused to participate in a Conference Call with the Texas Labor Management Conference.

Todd Gage was excused to attend the TWU International Veterans Committee Meeting.

Stacy Martin was excused for personal reasons.

TWU International Vice President Garry Drummond was a guest at the Meeting.

Michael Massoni chaired the Meeting.

Grievance Team Member Amy Harthausen entered the Meeting at 1020 to discuss with the Board a situation regarding a Local 556 Shop Steward.

Amy Harthausen was excused at 1023.

John DiPippa left the Meeting at 1027.

The Board discussed reported issues regarding the Chicago Inflight Supervisors.

Thom McDaniel returned to the Meeting at 1032.

John DiPippa returned to the Meeting at 1034.

Southwest Airlines Management Representatives Brendan Conlon and Naomi Hudson entered the Meeting at 1038.

Brendan Conlon discussed the statistics for the number of re-routed Flight Attendants and the number of Pairings that needed to be audited by the Inflight Payroll Department. Brendan submitted copies of a Sick Leave Presentation, prepared for the Executive Board, which showed an increase in the use of Flight Attendants' Sick Banks over the previous three years. The Presentation also compared Southwest Airlines Flight Attendants' use of Sick Leave in comparison to the other carriers in North America. Brendan stated that he had serious concerns about the trend. Colleen Griffin discussed the fact that since Flight Attendants now had to work more days to make the same amount of Trips for Pay (TFP) due to Southwest Airlines decreased capacity, perhaps it was skewing the data. Naomi Hudson stated that Management could definitely look at factoring Duty Days into the data. Naomi went on to say that while the Inflight Department was overstaffed, she anticipated that we would have a problem covering Pairings during the summer months due to "discretionary use" of Sick Leave. Cuyler Thompson verified with Brendan that the average Flight Attendant at Southwest Airlines earns 42 dollars per Trip. Bryan Orozco noted that three years did not seem like sufficient evidence to prove that such a "trend" existed. Brendan stated, "We can try to pull in more years." There was discussion regarding if comparing the Sick Calls of Southwest Airlines Flight Attendants to those at other carriers was a fair

comparison. Brendan stated that he would like to continue to bring information such as the Sick Leave Presentation to the Executive Board Meeting each month. Crystal Rains discussed the inconsistent way in which the Inflight Appearance Standards were enforced between Bases and among Supervisors. Crystal asked why Flight Attendants were not being allowed to “self-correct” Uniform infractions before being disciplined. Naomi stated that Flight Attendants have the opportunity to “self-correct” before they leave home, or before they leave the Flight Attendant Lounge for the gate. She said that Flight Attendants deserved to be disciplined if they are walking to the aircraft to work a flight and are not in full, regulation Uniform. Thom McDaniel inquired about the more subjective Uniform issues, like hair color. Naomi stated that hair color needed to be a shade that a human being could grow naturally. In response to a question from Audrey Stone, Naomi said that she expected Supervisors to address Flight Attendants whose pants were too tight. She stated that Inflight Supervisors should lead by example. Cuyler discussed the fact that Flight Attendants were still not receiving a Specials Report from the Operations Agent before each flight and that when Flight Attendants request one, oftentimes, it simply angers the Agent. Naomi stated that she would like Flight Attendants to report when they do not receive a Specials Report. Naomi went on to say that, Ops Agents not doing their job does not allow the Flight Attendants to do their job. There was discussion about Management’s plans to change the procedures for handling Unaccompanied Minors. Cuyler reported that the Flight Attendant Handbook had not been changed as discussed and requested to reflect the correct procedures for Inflight Scheduling and notification of re-routes and reschedules. Brendan stated that he would look into that. Thom McDaniel discussed with Management the problems that Flight Attendants had experienced with the Self-Notification process in Crew Web Access (CWA) during the recent winter storms. Naomi stated that there were issues that needed to be addressed. The Board discussed with Management the long recorded message that Flight Attendants were required to listen to each time they called Inflight Scheduling during the winter storms. Brendan stated that they would try to shorten such messages. Naomi thanked the Union for helping out during the winter storms. There was discussion regarding a Chicago Inflight Supervisor who had incorrectly cited many Flight Attendants on Inflight Audits for improperly performing the Exit Row Briefing. Michael Massoni noted that the Inflight Supervisors needed to be better trained on the required elements of the Inflight Audit. Naomi stated that Inflight Audit would soon change. Jimmy West and Audrey Stone discussed the fact that Airport Standby Assignments were not being made available for Self-Assignment as expected. The Board discussed the fact that after repeated complaints from Flight Attendants, it had begun an investigation to ascertain if Inflight Scheduling was holding on to Pairings until after the fourth day of each month. Brendan stated that he had received the Union’s requests and would provide the necessary information.

Southwest Airlines Management Representatives were excused at 1137.

The Executive Board spoke with a Flight Attendant via Conference Call at 1141 regarding a recent experience in which the Local 556 Shop Steward assigned to her had not arrived as scheduled represent her during a Fact Finding Meeting. The Board discussed her request for compensation due to the Shop Steward’s absence. The Conference call ended at 1158.

After discussion, the Board **agreed** not to compensate the Flight Attendant.

Thom McDaniel went to get Allyson Parker-Lauck at 1210 so that the Board could discuss the merits of a Grievance.

Michael Massoni chaired the Meeting.

John DiPippa was excused from the Meeting at 1212 to call a Flight Attendant.

Thom McDaniel returned to the Meeting at 1214.

John Parrott presented a **2010 Local 556 Office Staffing Proposal**.

The Board discussed the four-day workweek as tested by the Local 556 Office/Grievance Team. The Board **agreed** that four-day workweek schedules would no longer be offered to the Local 556 Office/Grievance Team.

John DiPippa returned to the Meeting at 1222.

The Board **agreed** that Office Team Members would report whether an unplanned absence would be paid from their Southwest Airlines Sick Bank or as a Vacation Day on the day that they first returned to work. John Parrott **agreed** to track Sick Leave/Vacation Conversions and to include them in the Monthly Attendance Report submitted to the Executive Board.

Cuyler Thompson made a **motion** to approve John Parrott's 2010 Local 556 Office Staffing proposal. Audrey Stone **seconded** the motion. The motion **carried**.

The Board went to lunch at 1230 during which Thom McDaniel, Cuyler Thompson, John DiPippa and Donna Keith answered the Office telephones so that the Local 556 Office and Grievance Team could leave the Office for lunch together as was scheduled quarterly.

The Executive Board reconvened at 1400.

Executive Board Members present were Thom McDaniel, John Parrott, Cuyler Thompson, Mark Torrez, Colleen Griffin, Bryan Orozco, Audrey Stone, John DiPippa, Jimmy West and Crystal Rains.

Michael Massoni and Karen Amos were excused to deal with computer issues.

Todd Gage was excused to attend the TWU International Veterans Committee Meeting.

Stacy Martin was excused for personal reasons.

Donna Keith was absent.

TWU International Vice President Garry Drummond was a guest at the Meeting.

Allyson Parker-Lauck and BOA/Arbitration Coordinator Lyn Montgomery were guests at the Meeting to discuss the merits of a Grievance.

Donna Keith returned to the Meeting at 1406.

Michael Massoni returned to the Meeting at 1412.

There was discussion.

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

Lyn Montgomery was excused at 1416.

Contract and Leave Coordinator Denny Sebesta entered the Meeting at 1417 to discuss the merits of a Grievance.

Karen Amos returned to the Meeting at 1417.

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

Crystal Rains left the Meeting at 1435.

Discussion continued.

Crystal Rains returned to the Meeting at 1442

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

Allyson Parker-Lauck submitted for Board review copies of a proposed Letter of Understanding from Southwest Airlines Management to settle a dispute regarding **Airport Standby (APSB) Assignments Impacted by Irregular Operations**. The Board suggested corrections and changes to the Letter of Understanding. Allyson Parker-Lauck and Denny Sebesta **agreed** to incorporate the suggested changes and to present the revised version the following day to Southwest Airlines Management.

Denny Sebesta was excused at 1458.

Grievance Team Member Sara King entered the Meeting at 1458 to discuss the merits of a Grievance.

There was discussion.

A Grievant entered the Meeting at 1505 to discuss the merits of a Grievance.

Sara King and the Grievant were excused at 1515.

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

Thom McDaniel left the Meeting at 1519.

Michael Massoni chaired the Meeting.

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

The Board **agreed** to review the Monthly “To Do” List during every month’s Executive Board Meeting.

Mark Torrez submitted the **Scheduling Committee Report** for Chair Lisa Trafton:

Lisa reported that we write Primary Lines on the last Thursday of every month. Secondary Lines are written on the tenth of the month. If the tenth falls on a Saturday, we write the on the ninth. We currently write with eight Line-Writers a month. I was thinking about taking it back down to seven, but will still have to watch that. Sometimes we still need all eight because of Line pay issues. In some Bases, it is a big challenge for the Scheduling Committee to get the Lines to pay 80 TFP (especially on Vacation Relief Lines.) It can take up to three hours to get four Lines to which pay 80 TFP. Line Averages improved recently when additional flying was added back in to the schedule for March. We have another schedule change in April. We are still trying to figure out when we can meet with Brendan about the color changes. I would love the Board to come over one day and watch Primary and Secondary Line Building.

The Board took a break at 1545 and reconvened at 1605.

Executive Board Members present were Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Colleen Griffin, Bryan Orozco, Audrey Stone, John DiPippa, Karen Amos, Jimmy West, Donna Keith and Crystal Rains.

Todd Gage was excused to attend the TWU International Veterans Committee Meeting.

Thom McDaniel and Stacy Martin were excused for personal reasons.

TWU International Vice President Garry Drummond was a guest at the Meeting.

The Board continued to discuss the Local 556 Operating Budget.

The Board discussed that after numerous cuts to the proposed 2010-2011 TWU Local 556 Operating Budget, the Union was projected to spend \$16,000 less than its projected income.

Audrey Stone made a **motion** to approve the 2010-2011 TWU Local 556 Operating Budget. Cuyler Thompson **seconded** the motion. The motion **carried**.

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

Michael Massoni recessed the Meeting at 1717.

Thursday

February 18, 2010

Thom McDaniel called the Meeting to order at 0830.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Colleen Griffin, Bryan Orozco, Audrey Stone, John DiPippa, Karen Amos, Jimmy West, Donna Keith and Crystal Rains.

Todd Gage was excused to attend the TWU International Veterans Committee Meeting.

Stacy Martin was absent.

John Parrott submitted the **January 2010 Local 556 Financial Report**.

There was discussion.

Cuyler Thompson made a **motion** to approve the January 2010 Local 556 Financial Report. Michael Massoni **seconded** the motion. The motion **carried**.

Thom McDaniel submitted two pieces of correspondence.

Cuyler Thompson presented the **January 2010 Executive Board Meeting Minutes** for review.

Cuyler Thompson presented the **January 2010 Executive Board Meeting Synopsis** for review.

The Board reviewed and made corrections to the Minutes and Synopsis.

John Parrott made a **motion** to approve the January 2010 Executive Board Meeting Minutes. Mark Torrez **seconded** the motion. The motion **carried**.

John Parrott made a **motion** to approve the January 2010 Executive Board Meeting Synopsis. Audrey Stone **seconded** the motion. The motion **carried**.

Donna Keith submitted the **Green Committee Report** (attached).

John Parrott discussed the new Time Sheets, which he had commissioned for the Local and made available on the Local 556 Website.

The Board discussed Union-issued cell phones. Mark Torrez **agreed** to present proposals during the March Executive Board Meeting for moving the Union's wireless connectivity to AT&T (a Unionized carrier) as was previously agreed upon.

Allyson Parker-Lauck entered the Meeting at 0936 to discuss the merits of a Grievance.

Catherine Rea entered the Meeting at 0938 to discuss the merits of a Grievance.

Catherine Rea was excused at 0946.

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

The Board took a break at 0950 and reconvened at 1020.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Cuyler Thompson, Mark Torrez, Colleen Griffin, Bryan Orozco, Audrey Stone, John DiPippa, Karen Amos, Jimmy West and Crystal Rains.

Todd Gage was excused to attend the TWU International Veterans Committee Meeting.

Donna Keith was excused to speak with Southwest Airlines Reservations.

Stacy Martin was absent.

John DiPippa asked that any Executive Board Members having ideas for the Local 556 Hotline submit them to him.

Contract and Leave Coordinator Denny Sebesta and Colonial Insurance Representatives Lori Whittaker and Joe Salazar entered the Meeting at 1030 to discuss the upcoming **Local 556 Supplemental Insurance Open Enrollment Process**.

Michael Massoni and John Parrott were excused at 1112 to meet with the Technology Department at Southwest Airlines Headquarters.

Discussion with the Colonial Insurance Representatives continued.

Donna Keith returned to the Meeting at 1032.

Denny Sebesta, Lori Whitaker and Joe Salazar were excused at 1133.

The Executive Board **agreed** to offer a fifth product, **Colonial Critical Illness Insurance**, to the menu of those available to our Flight Attendants. The Board **agreed** that this year's Open Enrollment would begin on April 12 and end on May 7, with the Call Center enrolling additional Flight Attendants thru May 14, 2010. The Board **agreed** to schedule the annual Supplemental Insurance Roadshows in the Flight Attendant Lounges on the following dates:

- April 5 – Orlando (MCO)
- April 6 – Baltimore (BWI)/Chicago (MDW)
- April 7 – Oakland (OAK)
- April 8 – Las Vegas (LAS)/Phoenix (PHX)

Lori Whitaker had **agreed** to schedule someone from her Local Office to handle the Dallas and Houston Bases that week. Lori had also **agreed** to contact the Domicile Executive Board Member in each Flight Attendant Base to setup the time and place at which to meet.

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

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

Thom McDaniel adjourned the Meeting at 1146.

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



Cuyler Thompson
Recording Secretary