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

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Executive Board Meeting
January 12-14, 2010
Synopsis

Tuesday

January 12, 2010
Thom McDaniel called the Meeting to order at 0830.

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

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

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

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

Crystal Rains was excused at 0835 to participate in arbitration for a terminated Flight Attendant.

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

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

For the Period of December 1 – December 31 we had the following:

Vacation Days	*74.5*
Sick Days	*27.0*
Appointments	*2.0*
Total Days to cover	*101.5*
Temporary Staff Days Utilized	*31.0*

As of today, John has not been able to reconcile the 2009 Vacation Days. Once the information is received to accomplish this, a final report will be submitted to the Executive Board. An Attendance Control Sheet was created to track vacation and sick time. This will better account for time not owed by TWU and has helped Madeleine with closing of monthly payroll. Effective January 6, each Team

Member has been asked to individually swipe their badge at the beginning of their shift. This will serve as a backup to the Attendance Control Sheet.

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

Colleen answered phones in the Union office on December 21, 22, and 28. This experience gave Colleen a profound respect and appreciation of the Office Team and the fantastic job that they do everyday serving our Members. Colleen took several emergency calls from Members "after hours" during her Officer On-Call duties December 20-January 4 and logged all calls into LaborSoft. Colleen appreciates Karen Amos covering her On-Call duties on December 31, January 1, 3 and 4.

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

Mark reported that since the last Executive Board Meeting he assisted Oakland Domicile Executive Board Member Todd Gage with a very successful Toys for Tots Drive. There was a miscommunication with the local Marine Corp Reserves regarding the pickup date. Mark was able to successfully deliver an almost overflowing car of toys to the donation collection site in Alameda, CA. Further, Mark also reported he wrote an article for the upcoming Unity Magazine regarding TSA security procedures for Flight Attendants as well as liquid restrictions for uniformed Crew Members. He also provided photos of OAK Flight Attendants to Communications Chair Kyle Whiteley. Mark attended the California State Conference at TWU Local 250-A in San Francisco on December 7. Mark was able to provide a comprehensive report for Local 556 to the California State Conference (CSC) touching on our efforts on Capitol Hill and the Flight Attendant FMLA Correction Act, the success of our Toys for Tots Drive, our Feeding America Campaign, the upcoming 35th Anniversary Celebrations, organizing efforts for jetBlue and Virgin America, our participation in the "One New Toy" program sponsored by the CSC, upcoming COPE drives, the final implementation of Contract Changes, continued schedule cuts, the roll out of TWU TV, recent Bylaw changes and offer much needed suggestions for upcoming lobbying efforts in Sacramento on March 8 including better security at the OAK Airport, expanded Kin Care and continued support of having a designated doctors. Finally, Mark is excited to attend a class from January 24 - 29 at the National Labor College.

Cuyler Thompson made a **motion** to excuse Mark Torrez from the afternoon session of the following day's Executive Board Meeting for personal reasons. John Parrott **seconded** the motion. The motion **carried**.

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

John updated the Board that PHX has been very quiet in regards to Fact Finding Meetings as of late. As far as upcoming events go, John updated the Board that he will be attending a Provisioning Meeting in February along with the annual Message to the Field. John will also be sending out notes from a Roundtable that was held in PHX last year. As far as Lounge Mobilizations are concerned, John performed one on January 3rd and will do another one when he gets back from Boards. John has sent out an E-Connection in December, the Red Rack has been updated, and the Glass Case will be updated soon.

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

Baltimore has been relatively quiet during the last few weeks, but activity has picked up this week with multiple Fact Finding Meetings in the works. During the blizzard on the East Coast the weekend of December 19th and 20th, the Base worked with Flight Attendants who were unable to get to work.

Special thanks to Base Manager Jamie Willard for removing Might Be Late's (MBL) accrued that weekend. Lounge Mobilizations were conducted on December 22 and 23. The toys donated through the Toys for Tots program were dropped off by Shop Stewards Bryan and Kristen Gardner. Steven Romero will continue attending the AFL-CIO meetings locally as a delegate and the meetings were on hiatus during November and December for the holidays. Shop Stewards have all been contacted, and the Base page is updated. The Glass Case will be updated when Audrey returns to Baltimore following this Executive Board Meeting. Audrey is fulfilling her first of four Emergency Officer On-Call week of the year this week. She attended a meeting with Southwest Inflight Leaders on December 17 and with Local 555 Leaders on December 29, regarding the Maryland Flexible Leave Act. Audrey will be travelling to Dallas next week to attend another meeting with Inflight Leaders regarding the Act, and hopes the Union and Company will reach an agreement at that time. She will also be meeting with Jamie Willard later this month.

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

The Dallas Base was very generous when it came to giving to the Toys for Tots Campaign. Karen would like to thank all those that made so many children's Christmas holiday brighter due to their kindness. Dallas had three Fact Finding Meetings regarding delay of flight and one Unaccompanied Minor Fact Finding Meeting. Two meetings were held regarding behavior issues and two teambuilding meetings took place. The Dallas Web page has been updated, the Union Red Rack has been cleaned and organized and the Union Glass Case is up to date. Shop Stewards have been contacted. The E-Connection was sent to Publications. A Lounge Mobilization was done and all Union publications have been distributed. Karen also met with Sara Schulte the Dallas Base Manager. Karen is honored to serve the Dallas Base and the entire Flight Attendant Group. The Flight Attendants seem very interested in learning the new Contract language and have many questions as things are being implemented into the Contract.

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

Jimmy reported that Fact Finding Meetings are down in MCO. Jimmy reported he only had 1 Fact Finding Meeting in December which resulted in termination. Jimmy reported that some Inflight Supervisors are still calling Flight Attendants regarding Customer letters and conducting 'Fact Finding' meetings over the phone. Jimmy reported that he received several phone calls the week before Christmas regarding the high number of re-routes and unscheduled overnights. Jimmy reported that at the last MCO safety meeting, the issue of the jet bridge not being docked fully against the aircraft was discussed and a memo was being sent to each Operations agent in MCO regarding this matter. Jimmy reported he recommended MCO Flight Attendant Jeanine Jennings for the Professional Standards committee and MCO Flight Lisa Tasevich for the upcoming Open Time Committee. Jimmy reported the Glass Case is not up to date as the new theme or material has not been provided. Jimmy reported there have been no publications to distribute.

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

Todd would like to thank all the Oakland Based Flight Attendants who contributed to the Toys for Tots drive this past December. Three boxes were filled and delivered to the Marine base in Alameda, California. Todd thanks Board Member at Large Mark Torrez for delivering the toys. Shop Steward and California Conference Representative Donald Silva delivered Local 556's gift basket to the "family in need" for the One New Toy drive that the California Conference ran. Todd sat Weekend On Call three different times throughout December and recorded 65 calls for the weekend that the Baltimore

Base was closed due to weather. He also logged in another twenty plus calls on December 26. All the Flight Attendants that called seemed to be grateful that the Union was offering assistance during the weekends. Todd met with Assistant Base Manager Kim Elsey and Base Manager Reen Emlet various times throughout the month of December and early January. The Oakland Base has been experiencing a quiet wintertime from their perspectives. Todd would like thank all the Flight Attendants who endured the reroutes and cancelations due to the weather. Fact Finding Meetings and Step Two Meetings have been minimal. The Red Rack and Base Page have been updated; the Glass Case will be updated upon the Communications Chair's request. All Shop Stewards were contacted in December via email. Two E-Connections were sent as well. This concludes Todd's report.

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

Donna reports that the Chicago Base has been relatively quiet with a few Fact Finding Meetings. The Base Page has been updated, the Glass Case will be updated, the Red Rack tidied, and Lounge time completed. E-Connection has been sent out, Shop Steward Communication sent out, and Unity article submitted. The Toys for Tots drive in Chicago was a success. Donna delivered two large loads of toys for the Marines to distribute. Donna would like to thank all who participated and gave so generously to the area children. Donna has been in communication with Base Management on a regular basis.

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

Bryan Orozco reported that on December18, he set up the Toys for Tots exchange with the US Marine Corps. Brian cleaned the Red Rack and placed the Christmas posters in the Union Glass Case. Brian responded to emails and phone calls and was able to make contact with most of the Shop Stewards. Brian also did a Lounge Mobilization.

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

Happy New Year to you and everyone at the Meeting. I am going to give you my yearend report to share with the Executive Board. 2009 was a busy year for CISM! We responded to 543 Incidents that were called into the CISM hotline. Many of these incidents we spoke to all three Crew Members. So on average we spoke to approximately 1,629 Flight Attendants involved in incidents! Here is the breakdown:

Aircraft Evacuation- 3
Aircraft Major Incident- 17
Aircraft Mechanical- 85
Assault on Employee- 18
Bird strike- 3
Bomb Threat- 2
Confidential issue- 18
Death onboard- 8
Debriefing- 3
Decompression- 20
Defusing- 2
Drill practice- 32
Employee death off duty- 2
Flight Attendant hospitalization- 27
Flight Attendant illness on RON- 9

Flight Attendant personal issue- 16
Injury- 14
Jumpseat Intervention- 45
Lightning strike- 3
Medical Emergency- 113
Near Miss- 2
Non work related- 5
Other- 17
Passenger Misconduct- 22
Prep cabin for Emergency landing- 1
RON Incident- 4
Smoke in cabin- 11
Smoke in cockpit- 1
Referred to FAAP- 2
Suicide- 3
Suicide Attempted- 7
Terrorist Threat- 1
Turbulence- 26
Van accident- 1
Total=543

The CISM Team currently has 34 Team members. We are having a new member basic training March 9-10. I am hoping to add approx 20 new members. Our annual Recurrent Training will be April 13-15. The CISM Team has a new Inflight liaison- Sarah Schulte. She is very supportive of the Team and our efforts to make a difference. I am hopeful that 2010 will be a good year for the Team. Thank you again 556 for all the support!

There was discussion regarding the miscommunications during a recent incident handled by CISM, Southwest Airlines Inflight Management and Local 556. Audrey Stone **agreed** to talk to CISM Chair Eileen Rodriguez regarding the issue.

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

Meetings Attended: HASC (Health and Safety Committee)

Contacted Flight Attendants injured or involved in an ENS item:

1 contacted due to a shoulder injury that occurred during turbulence
1 contacted due to an illness that occurred on the aircraft causing her to be taken to the hospital
1 contacted due to fainting on the aircraft
2 contacted due to de-icing fluid coming through the closed aircraft door

Articles/Research

Article for Unity on reporting a Safety/Health Issue
Research on the H1N1 Vaccination
Research on Air Quality
Continued Monitoring of the H1N1 pandemic
Research on De-Icing fluid

Follow-up Issues

Flight Attendant call regarding De-Icing fluid being sprayed into aircraft due to back door being left open (during overnight)
Flight Attendant call regarding co-workers coming to work sick
Flight Attendant call regarding Maternity Leave issues
Flight Attendant call regarding FMLA/Medical Leave
Flight Attendant call regarding procedure for sick passengers on aircraft

Scheduled Meetings in January

HASC (Health and Safety Committee)
H1N1 Health Symposium

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

Audrey Stone has met with Kyle Whiteley to plan the Contract education videos that will be posted online. We plan to begin filming them in February and have decided on the first five topics. Audrey and Mark Torrez will be brainstorming how further to utilize our Education Committee Members. Audrey reports that work on the Contract Resource Guide continues and she hopes it will be complete by the beginning of next month.

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	*18*
Number of calls not transitioned into casework	*2*
Flight Attendant took no further action	
Number of calls for issues not covered under Professional Standards	*3*
Subject: money on trips	
Number of cases resolved favorably	*15*
Number of cases not resolved favorably	*3*
Number of cases involving Pilots	*3*

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

Bryan Orozco reported that he is finishing the Special Olympics project. He hopes that all Domicile Executive Board Members will help with getting volunteers.

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

The Board took a break at 0945 and reconvened at 1000.

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

Crystal Rains was excused to participate in arbitration for a terminated Flight Attendant.

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

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

> *Mark would like report that the Quality of Service Survey questions have been established and a script has been written. He has not been able to meet with Michael Massoni since the last Executive Board Meeting to establish the list of numbers that need to be produced each week. However, he plans to do so in the upcoming days. He also would like to seek guidance from the Executive Board as to numeric goals to achieve regarding responses and would like to ask permission to ask a Committee Member to conduct the callbacks.*

There was discussion regarding the scope of the Quality of Service Survey Project.

Southwest Airlines Management Representatives Henry Townsend, Brendan Conlon and Paula Gaudet entered the Meeting at 1045.

> *For the benefit of those present who did not know each other, everyone introduced themselves. Brendan Conlon updated the Executive Board on outstanding issues that had not been addressed. Brendan reported to Thom McDaniel that a Read Before Fly (RBF) had been issued in December regarding the importance of Flight Attendant Manuals being complete and up-to-date before coming to Recurrent Training. Brendan responded to Audrey Stone's request that Crew Web Access (CWA) be changed so that blocks of Reserve could only appear in Trip Trade/Give Away (TT/GA) in chronological order. Brendan reported that this change would eventually happen, but that the changes necessary to fully implement the Collective Bargaining Agreement (CBA) would take precedence. Audrey Stone had also requested that the Check-In reminder prompt be changed to appear six hours in before a Flight Attendant's assignment, in hopes that this would eliminate unnecessary Failure to Reports (FTRs). Brendan reported that this change would also happen, but again noted that the CBA would take precedence. Brendan reported to Audrey the Crew Schedulers had been corrected that a Flight Attendant who had voluntarily assigned themselves to more than one Pairing during a day, and ran late on the first Pairing, would **NOT** be considered a No-Show the second Pairing but a Reschedule. Regarding Mark Torrez's question regarding onboard liquor sales, Brendon noted that it had been addressed in the December issue of Onboard magazine. Brendan clarified for Cuyler Thompson that the Southwest Airlines logo was allowed to be embroidered on Crew Luggage and that the Flight Attendant Handbook would be corrected to reflect that. Brendan said that the language of the Flight Attendant Handbook pertaining to how Scheduling notifies Flight Attendants of reschedules/reroutes would be changed back to reflect current and longstanding practice. Brendan agreed to update Thom regarding when these changes would occur, but expected it to happen before the end of January. Brendan reported that Sick Calls were up four to five percent year over year since June 2009. He noted that Reserve Sick Calls were especially high during December. He said that Inflight Management still had no plans to hire any Flight Attendants in 2010 but went on to say that based on historical trends, he expected June, July, August and September 2010 staffing levels to be 'tight'.*

Karen Amos was excused at 1055 to testify in arbitration.

> *Audrey Stone again discussed "comping" and onboard sales percentages. She noted that Naomi Hudson had stated that Inflight Leaders might be contacting Flight Attendants but that no discipline would be issued at this time. Audrey reported that Baltimore Flight Attendants had been contacted by*

Inflight Management via emails to address their ***percentage****. She reported that in one instance, a Flight Attendant had taken thirteen coupons and "comped" three beverages and Management had considered the Flight Attendant to have "comped" one-hundred percent of their onboard sales. Audrey reported to Henry that Naomi Hudson had already stated that Flight Attendants would not be disciplined based on sales percentage. Bryan Orozco reported that in Las Vegas, Flight Attendants were receiving Kick Tails for taking credit cards for one-hundred percent of their onboard sales. Henry Townsend asked to "round up" with Audrey about the issue further. Jimmy West discussed the fact that Airport Standby slots were not available to be self-assigned from Open Time. Brendan agreed to check with the Schedulers to make sure that they are following the CBA. Cuyler Thompson noted that the Executive Board had repeatedly discussed the matter of Specials Reports with Inflight Representatives. Cuyler reported that it angered many Ops Agents when a Flight Attendant asked for a Specials Report as Inflight Management had previously suggested. Cuyler stated that Flight Attendant should not be put in the uncomfortable position of having to ask for a Specials Report; the Ops Agents should automatically give them to the Flight Attendant. Cuyler noted that this was causing more unnecessary friction between the two workgroups. Inflight Management stated that they want the Flight Attendants to write it up. Paula Gaudet noted that it was insulting to Ops Agents when Flight Attendant threw the Specials Report away in front of them. Paula reported that Management would be addressing the issues with Customers of Size (COS). She noted that when a COS was already on the aircraft and there was not another seat available to a "spinner," the Ops Agent was instructed to* ***oversell*** *that flight. She reported that the Flight Attendants should see communication later that week. Mark Torrez inquired again as to the progress of getting animals on the Specials Report. Brendan stated that he would check into it. John Parrott noted that he had never seen a Pilot have to ask for a weather packet and wondered if the Specials Report could be attached to the end of the weather packet. Paula Gaudet reported that the Flight Attendant Manuals would be printed in their entirety this year and all Flight Attendants would have an up-to-date Manual. She noted that some of the things that had been previously removed and put into the Flight Attendant Handbook would be put back into the Manual. Paula noted that Inflight Management expected to have an ASAP program in place by the end of the year. Todd Gage asked why the Flight Attendant were unable to have their nicknames on the Flight Attendant Information Sheet like the Pilots. Brendan stated that he would find out, but that he thought we already had that capability. Thom McDaniel inquired as to the reports that Flight Attendants were being rescheduled by Hotel Staff at hotels; he reported that Flight Attendants had been refused room keys at hotels until they called Crew Scheduling. Brendan stated, "that should not have happened and will be fixed." Brendan noted that Scheduling had been forced to call a Crew Van on occasion to turn around or Southwest Airlines would have to cancel a flight. Audrey Stone asked what would happen if a Flight Attendant does not call Scheduling when instructed to by Hotel Staff? Brendan replied that he did not know of any instance of discipline for that reason. "Once a Flight Attendant is on their overnight, they do not have to tell Scheduling where they are; they are not responsible to Scheduling. It is their Contractual right." Thom McDaniel asked if it was in the Hotel Contract in Milwaukee that Southwest Airlines Flight Crews could not ride in the van with other airline Crews. Brendan agreed to check on that. Mark Torrez discussed the confusion among the Flight Attendants regarding the amount that was deducted from their paychecks for taxes on Companion Passes. There was discussion regarding a Flight Attendant that was accused of selling a Companion Pass, but was actually just confused as to the acceptable reimbursement of the taxes that could be requested of the person using the pass. Mark asked that this be clarified for our Flight Attendants. Paula Gaudet agreed to communicate with the Flight Attendants again about the issue. Jimmy West discussed the fact that Fact Finding Meetings regarding Customer Complaint Letters were still being conducted over the phone. Henry stated that he would look into the matter.*

Cuyler Thompson left the Meeting at 1129 and returned at 1132.

Thom McDaniel again discussed the need to update the Unaccompanied Minor Procedures for our Flight Attendants. He reported that the current procedures did not appear to be working correctly and noted the liabilities associated with the proper care of our Unaccompanied Minors. Henry and Paula stated that Management was currently working on new procedures. She noted that, "Sometimes it was the Flight Attendants' fault and sometimes it was Ops'." Thom reminded the Management Representatives that Spring Break would soon begin and that it would then be too late to change the procedures. Paula reported that the Executive Board should expect some more news regarding the issue by the next Executive Board Meeting. There was discussion regarding the fact that more than two Pilots signed up for Cockpit Jumpseat, including those from other airlines, were being allowed to preboard but that Flight Attendants were required to board with their Boarding Group. Paula agreed to talk to Ground Ops about the issue. Jimmy West discussed a recent report in which a Captain had asked the Flight Attendants to disarm door during the taxi to the gate "to stop the clock." Henry Townsend stated again that he would "round up" with Audrey Stone regarding the issue of Onboard Sales and "comping" percentages.

The Southwest Airlines Management Representatives were excused at 1149.

There was discussion.

The Board went to lunch at 1152 and reconvened at 1330.

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

Crystal Rains was excused to participate in arbitration for a terminated Flight Attendant.

Stacy Martin was absent.

Karen Amos was excused to testify in arbitration.

Todd Gage submitted the **Veterans Committee Report**:

Todd states that he has made progress with Local 556's Veterans Committee. He has been in contact with both the SWAPA Military Leave Specialist Mac Shuford and the Veterans Committee Chair from TWU's Air Transport Division Thom Lee. Todd will be meeting with Thom on Tuesday January 19 in Dallas. Todd also reached out to AFA, APFA, and the MEC of Northwest Airlines to see what they offer for their Veterans and Flight Attendants on Active Duty Status. Recently the ATD has started a project called The Warriors Unit. This project is asking all TWU Members to donate needed items for wounded soldiers at the Walter Reed Medical Center. The ATD has provided a list of items needed. Todd was looking to do some type of fundraiser for our Local Members on Active Duty Status and will be addressing the Board with his ideas.

Stacy Martin returned to the Meeting at 1336.

There was discussion regarding a fundraiser in support of the Local 556 Veterans Committee.

Michael Massoni left the Meeting at 1341.

Donna Keith submitted the **Green Committee Chair Report**.

There has not been a Green Team meeting since the last Board Meeting. Donna received recaps of the past Green Team meetings from Debbie Neel in order to bring myself and John DiPippa up to date. Per the email I received from Debbie Neel there is a meeting scheduled on January 29.

TWU International Vice President Garry Drummond was entered the Meeting at 1352.

Chair Kyle Whiteley entered the Meeting at 1352 and submitted the **Communications Committee Report**:

The Communications Committee has been very busy over the past month preparing the January issue of Unity, sending email communications, hosted another live Web cast, keeping the Web site updated, preparing for the events for our 35th anniversary, as well as several other tasks that have recently come up. January's Unity is currently at the printer, and should be in the Bases at the end of this following week. An online version of the magazine has been placed on our Web site. We had several articles come in for publication long past their due dates, and I request that the published due dates be more closely followed. Please use the templates that I send with the call for articles so we can maintain article sizes. This email will now include the full-page and half-page templates. The half-page template will be altered down just a little to make sure that everything submitted will fit on the page. Several E-Connections were sent throughout December, and Unity Update was sent out on December 14. E-Connections were sent to Baltimore, Chicago, Houston, Phoenix and Oakland. The Union hosted our second live Web chat on December 16. Allyson and Thom took the helm with help from Crystal Rains and Audrey Stone. Over the past week, we have received several questions to the live broadcast email address. The next live broadcast will be held January 19 at 15:00 CST. I am requesting that January's system-wide Lounge Mobilization focus on the live Web chat, which will be a monthly feature. I will send some flyers for the Domicile Executive Board Members to have printed as a reminder to tune-in to TWU TV. Our Web site hosted the applications for the CISM and Professional Standards Committees. The applications were open beginning December 28 and closed last night. This was a great learning opportunity for me, as I had never built a form page before. Appletree Media was utilized to handle the backend coding for the auto-forward and response. I hope to learn how to do this soon. Katie Dexter at Appletree Media has begun working on "The Lists," our Craigslist style program. I sent out a call for headers and topics to the Domicile Executive Board Members, and received two great additions for the March launch of our program. We will always be able to add additional headers and topics as the program progresses. I will have more on this topic for the February Board Meeting. We have a new domain name that points to our current Web site. The address is www.twulife.com. To avoid confusion, when telling a Member this address, please phrase it as "You can also get to us by going to…" The Executive Board agreed to host parties in all Crew Lounges on February 5 to celebrate our 35th anniversary. The original totals for expenses were set using the amounts from the last system-wide party that included 555. I sent an email for consideration to lower the amount spent on breakfast and lunch. The proposed figures are: Phoenix and Chicago spend $600 and the other Bases spend $450 each. Domicile Executive Board Members, once you have set your menu, please send it to me so I can make a blurb for the Web site. We will need as many non-DEBM Officers in the Lounges to help. If your Base is unable to have an additional Officer helping, please utilize Shop Stewards. The advertisement for the party in Unity states that the event will run from first check-in until 3 p.m. local. We will have a video message from Thom, Jim Little, Herb, Colleen, and Gary on our Web site. Please bring a computer to the Lounge with speakers so you can play the video for the Membership. I will be sending boxes with decorations to each Domicile Executive Board Member. This box will include balloons, crepe paper, and a Happy Anniversary banner. Each Domicile Executive Board Member will need to print up some posters to hang in the Lounge on February 5. I will send an email when the poster is *ready to download from the Web site. Next week, the video breakdown of the Shop Steward training class will be available on the Union's Web site under the Shop Steward locked-down section. The video will be broken down on the site by topic.*

Michael Massoni returned to the Meeting at 1356.

Discussion with the Communications Chair continued.

Kyle Whiteley was excused at 1403.

Thom McDaniel submitted prototypes of four possible designs for the TWU Local 556 Anniversary Pins for Board review.

There was more discussion regarding the Quality of Service Survey Project.

Mark Torrez made a **motion** to order eight-hundred 35th Anniversary Union Pins. Todd Gage **seconded** the motion. The motion **carried**.

Mark Torrez **agreed** to notify Kyle Whiteley.

Grievance Chair Allyson Parker-Lauck and Grievance Team Member Brandon Hillhouse entered the Meeting at 1432 to discuss the merits of a Grievance.

Stacy Martin left the Meeting at 1441.

A Grievant entered the Meeting at 1456 to discuss the merits of the Grievance.

Karen Amos entered the Meeting at 1502.

Brandon Hillhouse and the Grievant were excused from the Meeting at 1514.

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

Stacy Martin returned to the Meeting at 1517.

The motion on the floor **carried**.

Allyson Parker-Lauck was excused at 1526.

The Board took a break at 1528 and reconvened at 1552.

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

John Parrott was excused to prepare the Local 556 Financial Report.

Crystal Rains was excused to participate in arbitration for a terminated Flight Attendant.

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

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

Thom McDaniel **agreed** to reiterate to the Local 556 Office/Grievance Team that all calls were to be documented into the Laborsoft database.

Thom McDaniel **agreed** to notify the Local 556 Office/Grievance Team that because all Executive Board Members would be attending the Local 556 35th Anniversary celebrations in the Flight Attendant Bases, there would be no Board Members in the Union Office on February 5, 2010.

The Board **agreed** that depending on the size of the Base, Domicile Executive Board Members would only spend $450-600 on food during the anniversary celebrations.

The Board **agreed** that the subcommittee charged in the Strategic Plan with the **Office Redesign Project** would meet on the Monday prior to the February Executive Board Meeting.

The Board discussed the results of the ongoing test of the **Expanded Customer Service Project**, which began in October 2009, which made a Union Representative available to our Members on weekends and holidays. The Board **agreed** to continue testing through April and to re-evaluate the Project during the May Executive Board Meeting. Audrey Stone **agreed** to continue to oversee the Project. The Board **agreed** to advertise the Expanded Customer Service Project more thoroughly to our Members via all means available. Thom McDaniel **agreed** to author the text of the publicity and to advise Communications Chair Kyle Whiteley of the Project extension and expansion.

John Parrott entered the Meeting at 1641.

There was more discussion regarding the **Quality of Service Survey Project**. The Board **agreed** that Mark Torrez would initially administer the project for a period of ninety days, reporting progress monthly, and deliver a final report to the Board during the May Executive Board Meeting. The Board **agreed** that the goal of the Project was to determine if our Members were receiving the desired and expected quality of service when placing calls to/through the Union Office and/or to Union Leaders. The Board **agreed** that one-hundred responses monthly were sufficient for the goals of this Project at this time. The Board **agreed** that Michael Massoni would provide the phone numbers from calls placed by our Members to/through the Union Office during the previous month to Mark Torrez. The Board **agreed** that, time permitting, using the phone numbers provided and a pre-determined script, the Weekend On-Call Officer would garner sufficient responses from our Members to meet the monthly goal. Mark Torrez **agreed** to forward any of our Members' responses needing immediate attention to Thom McDaniel to be addressed.

Audrey Stone submitted copies of proposed language that reflected recent changes to the Officer On-Call Procedures for inclusion in the Local 556 Policies and Procedures Manual.

John DiPippa made a **motion** to approve the Emergency Officer On-Call Procedures as amended. John Parrott **seconded** the motion. The motion **carried**.

Stacy Martin made a **motion** to recess. Audrey Stone **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1716.

Wednesday

January 11, 2010
Thom McDaniel called the Meeting to order at 0830.

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

Karen Amos was excused for personal reasons.

Thom McDaniel reminded the Executive Board that on that day, Union Leaders were meeting with President Obama to discuss the next step in health care reform legislation, especially the tax on workers' health care benefits in the Senate bill. He encouraged Members to join the fight to pass health care reform that works for working families as part of the **AFL-CIO's National Call-In Blitz** to the U.S. House.

Legal Counsel Ed Cloutman entered the Meeting at 0835 to discuss a lawsuit filed against TWU Local 556 by Stacy Martin.

Stacy Martin was excused from the Meeting at 0840.

Ed Cloutman was excused from the Meeting at 0931.

Michael Massoni made a **motion** to enter into Executive Session. John Parrott **seconded** the motion. The motion **carried**.

The Board entered Executive Session at 0936.

Michael Massoni made a **motion** to exit Executive Session. John Parrott **seconded** the motion. The motion **carried**.

The Board exited Executive Session at 0941.

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

Karen Amos was excused for personal reasons.

Stacy Martin was excused.

The Board continued to discuss the lawsuit filed against TWU Local 556 by Stacy Martin.

The was discussion regarding whether or not the Board would vote on a recommendation made by Thom McDaniel regarding Stacy Martin returning to work as a Line-Flying Flight Attendant. The Board **agreed** to vote on a recommendation.

Thom McDaniel recommended to the Executive Board that Stacy Martin return to work as a Line-Flying Flight Attendant.

Jimmy West made a **motion** that the vote regarding Thom McDaniel's recommendation be conducted via Roll Call Vote. John DiPippa **seconded** the motion. The motion **did not carry**.

The Board took a break at 0959 and reconvened at 1010.

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

Karen Amos was excused for personal reasons.

Stacy Martin was absent.

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

Mark Torrez was excused at 1031 to deal with computer issues.

A Grievant entered the Meeting at 1031 to discuss the merits of the Grievance.

Brandon Hillhouse and the Grievant were excused at 1054.

Thom McDaniel left to speak with them.

Michael Massoni chaired the Meeting.

Jimmy West made a **motion** to proceed on a Grievance. Cuyler Thompson **seconded** the motion.

Thom McDaniel and Mark Torrez returned to the Meeting at 1057.

There was discussion regarding the Grievance.

John DiPippa left the Meeting at 1102.

Discussion continued.

John DiPippa returned to the Meeting at 1109.

The motion on the floor **carried.**

Crystal Rains left the Meeting at 1125.

Allyson Parker-Lauck submitted the **Grievance Committee Report**:

> *As of December 31, 2009, there are 170 grievances on file: 28 termination grievances, 48 non-termination discipline grievances, fifteen contractual group grievances, and 79 individual contract grievances. When the next report is run, we will likely see a spike in new grievances filed as the holiday*

period was wrought with Irregular Operations mostly due to bad weather causing many delays and cancelations. Most of the calls received at the Union Office during this period were the common calls the Union receives during irregular operations, but there were several calls from Flight Attendants who, upon checking in at their hotel rooms, were notified by the hotel clerk that Southwest instructed them not to give the Flight Attendants room keys until they called Scheduling. The Union is researching these situations as we believe this is a violation of the Contract. Allyson informed Mike Mankin, Director of Inflight Employee Resources of these situations and he has agreed that this is not acceptable. In January, February, and early March we have five Arbitrations scheduled. These are all Termination cases and will be presented by Lyn Montgomery, Crystal Rains, Thom McDaniel, Mark Richard, and Allyson Parker-Lauck. We have standing dates the last Tuesday and Thursday of the last full week of the month to hold Board of Adjustment hearings. One group issue was recently settled prior to filing a grievance. This was with regards to replacement luggage for Flight Attendants hired prior to February 26, 1993. The Company was requiring Flight Attendants whose luggage was still under warranty to take their luggage in for repair rather than replacing it. After several weeks of discussion, it was agreed that there was no problem with repairing a damaged bag rather than replacing it if the warranty still applied; however, Flight Attendants would not be required to take the luggage in for the work themselves. The Company will be responsible for taking the bag to the appropriate repair shop. Turn-around time may be faster for the Flight Attendant to take the bag in him/herself, but in no way will he/she be REQUIRED to do so. Joe Skotnik will be attending the Arbitration I course at the National Labor College January 17-22. The next course is in April, and several will be attending. As a result of the Executive Board's Strategic Plan for 2010, beginning in February, the presentation of grievances will be streamlined for the Executive Board via the newly formed "Grievance Committee." Unfortunately, incorrect and incomplete information has been circulating among the Membership before details on how the new procedure would work were even finalized. The Committee will consist of Thom McDaniel, three rotating Members of the Executive Board, Grievance Chair Allyson Parker-Lauck, BOA/Arbitration Coordinator Lyn Montgomery, and Contract and Leave Coordinator Denny Sebesta. The list of grievances to be heard will be distributed to both the Executive Board and the Grievance Committee the week prior to the Executive Board's monthly meeting. The Grievance Committee will meet on Monday prior to the Executive Board Meeting and review all non-termination cases. Termination cases will bypass the Committee and go directly to the Executive Board. The Committee will review the non-termination grievances and make a recommendation to the Board on cases where a unanimous consensus could be reached. At the conclusion of the Committee Meeting, the Grievance Chair will submit a report to the Executive Board with the Committee's recommendations and give the Executive Board the list of cases where consensus could not be reached. When grievances are presented to the Executive Board during the Board Meeting, the Executive Board will individually review the cases where consensus was not reached by the Committee. On cases where consensus was reached, the Board may vote to approve the Committee's recommendations or can ask to individually discuss any grievance on the list. The Committee in no way will take any authority away from the Executive Board, and the Executive Board will remain the final authority on the disposition of all grievances.

Crystal Rains returned to the Meeting at 1134.

Michael Massoni was excused at 1140 to deal with computer issues.

Allyson Parker-Lauck was excused at 1143.

Thom McDaniel reported that he had chosen Audrey Stone, Todd Gage, and Crystal Rains as the first rotating Executive Board Members to sit on the Grievance Committee with him. Grievance Chair Allyson Parker-

Lauck, BOA/Arbitration Coordinator Lyn Montgomery, and Contract and Leave Coordinator Denny Sebesta would regularly serve on the Committee. Thom noted that Members of the Committee must read the Grievance Packets before coming to the **Grievance Committee Meeting** and be prepared to discuss the cases. Thom McDaniel noted that these Meetings would be held on the afternoon before each monthly Executive Board Meeting. Thom McDaniel noted that membership on the Committee was not mandatory and that if any Executive Board Member did not want to serve a rotation on the Committee, they should advise Thom.

The Board conducted a Roll Call to establish Board Members' compliance with **TWU Local 556 Bylaw Article VII (g**) for the fourth quarter of 2009:

Thom McDaniel	flew HC27	dated November 23
Michael Massoni	flew PS23	dated December 29
Stacy Martin	flew DS06	dated December 20
John Parrott	flew DA52	dated October 16
Cuyler Thompson	flew BS23	dated November 13
Mark Torrez	flew OC47	dated November 22
Colleen Griffin	flew MF00	dated November 24
John DiPippa	flew PF76	dated November 26
Audrey Stone	flew BD92	dated November 25
Crystal Rains	flew HC43	dated December 23
Karen Amos	flew DS26	dated December 19
Jimmy West	flew FA10	dated December 29
Donna Keith	flew MJ06	dated December 30
Todd Gage	flew OB88	dated October 5
Bryan Orozco	flew LS18	dated December 1

Thom McDaniel left the Meeting at 1154.

Michael Massoni chaired the Meeting.

Michael Massoni presented an updated **Professional Standards Committee Report** for Chair Michael Broadhead. There was no written report submitted.

Thom McDaniel returned to the Meeting at 1158.

The Board reviewed the list of 45 Flight Attendants who had applied to serve on the joint Local 556/Southwest Airlines Inflight Management Professional Standards Committee that had been submitted by Chair Michael Broadhead. Michael Massoni **agreed** to communicate to Michael Broadhead the names of those applicants approved by the Executive Board to be Members on the Committee.

Crystal Rains was excused at 1210 from to attend the Uniform Steering Committee Meeting at Southwest Airlines Headquarters.

John DiPippa left the Meeting at 1211.

The Board went to lunch at 1214 and reconvened at 1400.

Executive Board Members present were Thom McDaniel, Michael Massoni, Stacy Martin, John Parrott, Cuyler Thompson, Mark Torrez, Colleen Griffin, Audrey Stone, Jimmy West, Donna Keith, John DiPippa, Bryan Orozco and Todd Gage.

Crystal Rains was excused to attend the Uniform Steering Committee Meeting at Southwest Airlines Headquarters.

Karen Amos was excused for personal reasons.

Allyson Parker-Lauck entered the Meeting at 1409 to discuss Grievances.

Grievance Team Member Joe Skotnik entered the Meeting at 1411 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1423 to discuss the merits of the Grievance.

Joe Skotnik and the Grievant were excused at 1439.

Jimmy West made a **motion** to proceed on a Grievance. Mark Torrez **seconded** the motion. The motion **carried**.

The Board took a break at 1515 and reconvened at 1532.

Executive Board Members present were Thom McDaniel, Michael Massoni, Stacy Martin, John Parrott, Cuyler Thompson, Mark Torrez, Colleen Griffin, Audrey Stone, Jimmy West, Donna Keith, John DiPippa, Bryan Orozco and Todd Gage.

Crystal Rains was excused to attend the Uniform Steering Committee Meeting at Southwest Airlines Headquarters.

Karen Amos was excused for personal reasons.

Thom McDaniel updated Stacy Martin on his recommendation that Stacy return to the line as a Line-Flying Flight Attendant and gave Stacy the opportunity to address the Board regarding the situation.

There was discussion.

The Executive Board **voted** to accept Thom McDaniel’s recommendation that Stacy Martin return to the line as a Line-Flying Flight Attendant.

A motion was **ruled out of order** by the Chair.

There was discussion.

John DiPippa made a **motion** to appeal the decision of the Chair. Jimmy West **seconded** the motion. The motion **did not carry**.

Thom McDaniel left the Meeting at 1545 to retrieve Allyson Parker-Lauck to present Grievances.

Michael Massoni chaired the Meeting.

Stacy Martin and John DiPippa left the Meeting at 1546.

Thom McDaniel returned to the Meeting at 1547.

Allyson Parker-Lauck and Leave and Contract Coordinator Denny Sebesta entered the Meeting at 1547 to discuss the merits of Grievances.

Todd Gage made a **motion** to proceed on a Grievance. Audrey Stone **seconded** the motion. The motion **carried**.

Crystal Rains returned to the Meeting at 1600.

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

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

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

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

Thom McDaniel left the Meeting at 1637.

Michael Massoni chaired the Meeting.

John DiPippa made a **motion** not to proceed on a Grievance. Colleen Griffin **seconded** the motion.

Thom McDaniel returned to the Meeting at 1640.

The motion on the floor **carried**.

Bryan Orozco made a **motion** to proceed on a Grievance. Mark Torrez **seconded** the motion. The motion **carried**.

Bryan Orozco made a **motion** to proceed on a Grievance. John Parrott **seconded** the motion. The motion **carried**.

Jimmy West left the Meeting at 1644.

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

John DiPippa left the Meeting at 1647.

Jimmy West returned to the Meeting at 1650.

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

John DiPippa returned to the Meeting at 1653.

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

Cuyler Thompson made a **motion** to proceed on a Grievance. John Parrott **seconded** the motion. The motion **carried**.

Cuyler Thompson made a **motion** to proceed on a Grievance. John Parrott **seconded** the motion. The motion **carried**.

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

Allyson Parker-Lauck and the Executive Board thanked Denny for agreeing to present the Grievances to the Executive Board during the month's Board Meeting due to Allyson's recent illness. Denny Sebesta was excused from the Meeting at 1719.

Colleen Griffin left the Meeting at 1726.

Allyson Parker-Lauck submitted copies of an email that she had received from a Member regarding the Executive Board's decision not to proceed on his/her Grievance. There was discussion.

Allyson Parker-Lauck was excused at 1730.

Colleen Griffin returned to the Meeting at 1732.

Cuyler Thompson presented the **Special Grievance Executive Board Meeting Minutes** for review.

Cuyler Thompson presented the **December 2009 Executive Board Meeting Minutes** for review.

The Board reviewed and made corrections to the Minutes.

There was discussion regarding how it was recorded in the Minutes when Executive Board Members left the Meeting. Cuyler Thompson reported that it had been practice of the Board that Board Members' absences were recorded if they were gone from the Meeting for more than five minutes.

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

Jimmy West made a **motion** to recess. Colleen Griffin **seconded** the motion. The motion **carried**.

Michael Massoni recessed the Meeting at 1900.

Thursday

January 12, 2010
Thom McDaniel called the Meeting to order at 0830.

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

Todd Gage was excused for personal reasons.

Karen Amos was absent.

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

> *Thom McDaniel reported that he and John Parrott had held a Staff Meeting on January 6. Items discussed were Member and Domicile Executive Board Member communication, office policies and procedures, workspace reconfiguration, upcoming meetings that would be taking place in the Office and Team evaluations. Thom notified the Executive Board that he had identified a phone training system that he would like to purchase for the Office to be used to improve Member Services for the current Office Team as well as training temporary and new Members who work in the Office. The TWU Texas State Conference was hosted by TWU Local 556 in the Union Office on January 11. Gwen Dunivent is the Director of the group and Thom was elected Recording Secretary. The purpose of the group is to mobilize and involve TWU Members in political issues that affect working people on a local and statewide level. The next meeting is scheduled for April 8 in Houston. Thom notified the Board that the third live Web chat would take place on January 19 at 3 PM. Thom will attend the Texas Labor Management Meeting on January 20 in Austin to continue preparations for the annual conference to be held at the end of June. Thom and Michael Massoni will attend the Southwest Airlines Labor Summit and Southwest Airlines Labor Briefing on January 21 and will report any news to the Executive Board at the next Board Meeting. Thom has been preparing with Denny Sebesta and Brandon Hillhouse for an Arbitration for a Member that will be presented on February 3. Thom was also involved in preparation and served as a witness in an Arbitration for a Member on January 12. Thom will attend the Texas AFL-CIO State COPE Conference on February 5-7 in Austin. Thom will represent TWU Local 556 at the TWU International Executive Council and Board Meeting in Hollywood, Florida February 9-11. Thom will be meeting with Allyson Parker-Lauck and Mike Mankin to discuss revising Work Rules and Conduct for Local 556 Members. It is the hope that the joint effort will revise rules and the disciplinary schedule to make them more current and fair. Thom is also working with Management to establish an Open Time Committee made up of Flight Attendants from each Base to try to establish best practices for Open Time to benefit our Members. Thom continues to work closely with the Office Team and Executive Board in the processing of grievances and representation of our Members as well as maintain an open door policy for all Members.*

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

> *Crystal began her report by wishing the Executive Board and TWU Members a Happy New Year. She stated that the HOU Base has had several Fact Finding Meetings in the last month for alleged sick leave abuse, discourteous behavior, attendance, appearance standards and other Work and Conduct Rule violations. Crystal also stated that the HOU Inflight Office has had neither administrative changes nor*

any changes in office hours or procedures and the HOU Hobby Airport has had no changes that would affect HOU Flight Attendants. Crystal continues to correspond with Kevin Clark regularly through email and telephone. Crystal along with Thom invites the Flight Attendants who will be in the HOU Lounge on February 5, 2010 to celebrate the 35th Anniversary of affiliation with TWU International. We will be providing food and beverages in the Lounge and we hope to see you there! Since she last reported, Crystal has participated in the Weekend On-Call program twice and helped present a termination Arbitration. She looks forward to presenting another termination Arbitration at the end of January. Crystal added in her report that she conducted a Lounge Mobilization on December 4, 2009 and removed the holiday campaign from the Glass Case and updated the Red Rack which is now free of outdated material. There were no publications to distribute in HOU. Crystal has communicated various times with various Shop Stewards since her last report and she sent out an E-Connection on December 21, 2009. Crystal closed her report by encouraging the HOU Flight Attendants to review the Implementation Schedule and familiarize themselves with the newest changes on January 1, 2010.

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

Crystal is excited to report that she attended the first 2010 Uniform Steering Committee Meeting on January 13, 2010. She wants to thank Val Lorien and David Curry for quickly bringing her up to speed and assisting her in answering questions. She is happy to report that Flight Attendants who have ordered sweaters that are back ordered should begin to receive them in early February as they were tied up in US Customs. Similarly, Crystal reported that the Committee has decided to move forward with the "Zip Up Sweater" due to the positive feedback collected during the wear test period. Crystal added in her report that over fifty Flight Attendants from around the system were currently 'wear testing' the proposed Uniform dress. Wear testing on the dress will conclude on February 8 and the Committee will then decide the fate of the current dress design. Many other topics were discussed during the three and one-half hour meeting including over stocked Uniform items, potential Uniform pieces and future Uniform design progression. Crystal has responded to emails and phone calls from Flight Attendants who have expressed their like/dislike/concern in regards to our Uniform. She encourages any Flight Attendant to email her any time with Uniform ideas, concerns or comments at Uniforms@twu556.org. Overall, Crystal expresses that her first month as the Uniform Interim Chair has been eye opening to say the very least and she looks forward to serving the diverse demographics of Southwest Airlines Flight Attendants in this capacity.

Karen Amos entered the Meeting at 0902.

John Parrott submitted the **December 2009 Local 556 Financial Report**.

There was discussion.

Cuyler Thompson made a **motion** to approve the December 2009 Local 556 Financial Report. Michael Massoni **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 & Health Data Base (ASHDI) – Reports Under Review = 2

Report	*Acceptance Deadline*
ASHDI 1700 (AVIATION SAFETY/SECURITY)	*Wed 03/10/2010*
ASHDI 1701 (AVIATION SAFETY/SECURITY)	*Fri 03/26/2010*

ASHDI Incident Reports received to date:
All Sponsor Unions / TWU = 3613+ / 264

- *Accepted Reports to date (TWU) =176*
- *See Attached Detail*

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

- *10/09/09 through 01/10/10 = 259*
- *Emergencies Declared = 44*
- *All OF 2010 to Date = 12*
- *ALL OF 2009 to Date = 1210*
- *ALL OF 2008 = 940*

Several months ago the TWU 556 Safety Team identified what appeared to be a high number of cabin/flight deck smoke events. We brought our concerns to Southwest Airlines Executive Vice President of Operations, Mike Van de Ven who had the Maintenance and Engineering Department provide us their processes of tracking and trending of such events. After reviewing Maintenance and Engineering's response, we believe the spike in events still falls within the acceptable safety parameters based on Southwest Airlines approved maintenance program. The Maintenance and Engineering Departments response is as follows: The Maintenance and Engineering department tracks and trends smoke/smell reports and in October, we experienced an increase in events on the classic fleet from .15 to .17 events per 1,000 flights. Said another way, we average six events per month and in October we had 9 events for the month. Typical causes for smoke/smells can be attributed to coffee makers, light ballast, gasper and recirculation fans, hydraulic leaks, LAV blower motor (NG only), engine and auxiliary power unit oil smell (very rare), and "No fault Found". "No fault Found" represents 27% of all findings and is the largest single contributing factor for smoke/smell reports. We monitor "No fault Founds" to ensure they continue in service with no further reports, lending to the probability that the odor was caused by something other than an aircraft system or component problem. Even though there are numerous components that can cause smoke/smell in the cabin, the number of times these components, independently, are replaced due to a smoke/smell event is very rare and typically not systemic. We have worked with the manufacturer of the gasper fans to use improved greases for the bearing to reduce the possibility of smoke/smell, and have also worked with Flight Ops to modify procedures related to operation of gasper fans in flight to mitigate the potential of in-flight smoke/smell events. Anytime there is a report of a smoke/smell in the cabin Maintenance performs extensive functional checks of all the possible components and systems and the findings are recorded in the permanent aircraft maintenance records to enable our Reliability Department to monitor the frequency and cause of the events. If trends indicate an increase in events, or identify a particular component that is lending to increased smoke/smell events, the findings are presented to the Reliability Control Board and a mitigation plan is devised and implemented. The TWU International Health and Safety Task Force (ISTF) will be conducting an H1N1 / pandemic symposium in NYC on January 27 and 28, 2010. TWU 556 National Safety/Security Coordinator and International Health and Safety Task Force Member, Michael Massoni along with TWU 556 National Health Coordinator, Michele Moore will be attending on behalf of the Local. As previously reported The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP) – which was placed on hold last year, will be moving forward with the submission of the memorandum of understanding (MOU) between Southwest Airlines, TWU 556 and the FAA for subsequent approval by the FAA. We are tentatively planning the submission for the first quarter of 2010 with possible implementation of the program in the fourth quarter. An overview of Flight Attendant ASAP will appear in the next issue of Unity magazine in order to facilitate both the program familiarization and education process to our Membership. The Civil Aerospace Medical

Institute (CAMI) released the technical report regarding Flight Attendant fatigue mitigation training. As a result of this training technical report, CAMI is currently working to develop a Flight Attendant training program that meets the specifications outlined in the technical report and could be used free of charge. They plan to beta-test this training program in February of 2010. CAMI also released the technical report regarding flight attendant fatigue international policies and regulations, Flight Attendant Fatigue Survey and NASA ASRS Flight Attendant Fatigue Reports. Copies of all these reports are available for review upon request.

SCHEDULED AND STANDING MEETINGS:
Monday January 18, 2010 – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
Thursday January 21, 2010 – Unions of Southwest Airlines Labor Summit
Thursday January 21, 2010 – Union Leadership Report of Earnings
American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE) Winter Conference - Saturday January 23, 2010 through Sunday January 24, 2010 in Orlando, Florida
Wednesday January 27, 2010 through Thursday January 28, 2010 - International Health and Safety Task Force H1N1 / Pandemic Symposium in New York City

Thom McDaniel reported that Management had been very interested in signing a settlement letter with the Local 556 Leadership regarding FMLA before President Obama signed the Airline Flight Crew Technical Corrections Act, making it a law. Thom noted that the Union had negotiated better benefits for our Members than the Law required.

The Board reviewed the list of 66 Flight Attendants who had applied to serve on the joint Local 556/Southwest Airlines Critical Incident Stress Management (CISM) Team that had been submitted by Chair Eileen Rodriguez. Cuyler Thompson **agreed** to communicate to Eileen the names of those applicants approved by the Executive Board to be Members of the Committee.

Michael Massoni left the Meeting at 0937.

Crystal Rains discussed **"Trip Sharking"** with the Board. Crystal explained that the recently coined term referred to a situation in which a Flight Attendant picked up a Pairing(s) on days that he/she knew in advance that he/she would be performing work for the Union in order to be subsequently "pulled" from said Pairing(s). Crystal said that it had been reported to her that "Trip Sharking" might have occurred during the time of the TWU International Constitutional Convention in September of 2009. Thom McDaniel read from the letter of instructions sent to the elected Delegates just minutes after the results of the election were posted. "*If you are scheduled to fly during the Convention or immediately before or after that would prevent you from attending, please place your pairing or Reserve blocks in Trip Trade Giveaway as soon as possible. If you are unable to give the trip away, the Union will pull the necessary pairing or Reserve blocks with sufficient time that it will not impact the SWA Operation."* Thom went on to say that all delegates were paid for the five days of the Convention and a travel day for a total of 39 TFP (6.5 TFP per day) plus 110 hours of per diem. There was discussion during which it was clarified that pay was not an issue: all Delegates to the Convention were paid the same amount. However, it appeared that some of the Delegates had benefitted by picking up or trading Pairings (for themselves or for other Flight Attendants) into the scheduled days of the Convention after the results of the election were announced. Crystal Rains agreed to address the issue with the Member(s) who had initially reported the "Trip Sharking."

Michael Massoni returned to the Meeting at 0951.

The Board continued to discuss "Trip Sharking."

The Board took a break at 1029 and reconvened at 1045.

Executive Board Members present were Thom McDaniel, Michael Massoni, Stacy Martin, 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 for personal reasons.

Karen Amos reported to the Board that Inflight Planning had offered to change the way that Pairings were color-coded in the Electronic Bidding System (EBS) to more accurately reflect AM/PM Pairings. The Board **agreed** that the change was acceptable but that the current Group Grievance would not be affected.

John Parrott discussed a request made by Members of the Office/Grievance Team to change the current practices regarding Flight Attendants pulled full-time to work in the Union Office who wanted to fly Pairings. John Parrott **agreed** to research and present a detailed proposal at the next Executive Board Meeting.

John Parrott discussed a request made by Members of the Office/Grievance Team regarding proposed **Office Release Time**. John Parrott **agreed** to research and present a detailed proposal at the next Executive Board Meeting.

The Board discussed how the Union compensated Flight Attendants who travelled to other cities to perform Union work.

The Board went to lunch at 1224 and reconvened at 1330.

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

Todd Gage was excused for personal reasons.

Stacy Martin was absent.

The Board continued to discuss how the Union compensated Flight Attendants who travelled to other cities to perform Union work.

Stacy Martin entered the Meeting at 1336.

The discussion continued.

Bryan Orozco left the Meeting at 1416.

The discussion continued.

Bryan Orozco returned to the Meeting at 1422.

The Board **agreed** that due to the varied understandings of what constituted a Union-paid Travel Day, Mark Torrez would be paid 7.0 Trips for Pay (TFP) on December 11 but would "owe" the time back in the next month.

Cuyler Thompson asked that he be excused from the Meeting at 1530 to fulfill a prior commitment.

The Board **agreed** to table discussions regarding the 2009-2010 Local 556 Operating Budget until the February Executive Board Meeting.

Michael Massoni noted that Executive Board Members could submit a letter of recommendation on behalf of any of the approved applicants to the Professional Standards Committee by sending it to Chair Michael Broadhead.

Cuyler Thompson presented the **Special Grievance Executive Board Meeting Minutes** for review.

The Board reviewed and made corrections to the Minutes.

Cuyler Thompson presented the **Special Grievance Executive Board Meeting Synopsis** for review.

The Board reviewed and made corrections to the Synopsis.

Cuyler Thompson presented the **December 2009 Executive Board Meeting Minutes** for review.

The Board reviewed and made corrections to the Minutes.

Cuyler Thompson presented the **December 2009 Executive Board Meeting Synopsis** for review.

The Board reviewed and made corrections to the Synopsis.

Michael Massoni was excused at 1430 to catch a flight.

Cuyler Thompson requested that Executive Board Members write articles for the upcoming issue of the *Shop Steward Connection*.

Audrey Stone **agreed** to write an article for an upcoming *Shop Steward Connection* regarding the importance of Shop Stewards forwarding Fact Finding Meeting Notes to their respective Domicile Executive Board Member.

Donna Keith **agreed** to write the Real Story section of an upcoming *Shop Steward Connection* with the help of some of her Chicago Shop Stewards.

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

Cuyler Thompson requested to be excused from the April and May 2010 Executive Board Meetings for scheduled vacation.

Crystal Rains made a **motion** to excuse Cuyler Thompson from the April and May 2010 Executive Board Meetings for vacation. Colleen Griffin **seconded** the motion. The motion **carried**.

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

Cuyler Thompson was excused at 1530 to meet a prior commitment.

Audrey Stone recorded the Minutes of the Meeting.

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

Audrey Stone made a **motion** to approve the Special Grievance Executive Board Meeting Minutes. Jimmy West **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to approve the Special Grievance Executive Board Meeting Synopsis. Crystal Rains **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to approve the December 2009 Executive Board Meeting Minutes. Crystal Rains **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to approve the December 2009 Executive Board Meeting Synopsis. Crystal Rains **seconded** the motion. The motion **carried**.

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

Thom McDaniel adjourned the Meeting at 1538.

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

____

Cuyler Thompson
Recording Secretary