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

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Executive Board Meeting
June 15-17, 2010
Synopsis

Tuesday

June 15, 2010
Michael Massoni called the Meeting to order at 0832.

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

Thom McDaniel and John Parrott were excused for Union Business.

Stacy Martin was excused for personal reasons.

John Parrott and Thom McDaniel entered the Meeting at 0835.

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

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

The Chair updated the Board on changes to the Meeting's Agenda.

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

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

> *Thom McDaniel reported that he had participated in the Texas State Conference on April 20, 2010. The special guest speaker was former Houston Mayor Bill White who is currently running for Governor of Texas. Mayor White stated that he was applying for the job of Governor and spoke about the issues that he would support to represent the working people of Texas. Mayor White has also been endorsed by the Texas AFL-CIO and the Association of Professional Flight Attendants (APFA). The next meeting of the Texas State Conference will be held on July 20 with guest speaker Linda Chavez Thompson, former AFL-CIO Executive Vice President who is running for Texas Lieutenant-Governor and Hank Gilbert who is running for Texas Agriculture Commissioner. Thom attended the TWU Committee on Political Education Conference in Washington DC with TWU Local 556 Members Bryan Orozco, Donna Keith,*

Susan Kern, Addie Crisp, and Stephanie Roberts. At the COPE Convention, TWU Members listened to speeches from legislators, participated in training sessions, and visited elected officials about supporting issues that affect working people. Thom also notified the Executive Board that TWU International will be moving their headquarters from New York City to Washington DC effective in September 2010. Thom also reported that SWA System Coordinator Garry Drummond has been promoted to TWU Air Transport Division Director. Garry will continue working with Local 555 and 556. Thom participated in Texas Labor Management Conference Meetings on April 20 and May 26. Thom will co-chair the TXLM Conference June 28-July 1 in San Antonio. In addition, TWU International Administrative Vice President and Air Transport Director John Conley will address the conference and many TWU Labor Leaders will attend. Thom and John Parrott conducted interviews for TWU Grievance Team and temporary Office Team Members during April. Thom and John agreed to hire Erich Schwenck full time to replace Jamie Lynch while she is on maternity. In addition, six additional applicants will be trained to serve as temporary Office Team Members to fill in as needed. Training for temporary Team Members will be held July 9. Thom also conducted a Team Building "Survival" exercise with the Grievance Team on June 2. The response from the Grievance Team was very positive. Thom attended the SWA Labor Summit on April 22. One of the main topics that was discussed was a joint letter to SWA regarding drug and alcohol testing. The letter has since been submitted to SWA with the support of many of the Unions. In addition, Teamsters Local 9 was voting on a Contract. The Contract was not approved and the Teamsters have requested release from the NMB. Thom also attended the SWA Labor briefing on April 22 where SWA reported a profit and attributed the result to increase revenue and cost control. As part of the TWU 556 Strategic Plan, UNITY Magazine will publish a labor update on other work groups. The next Labor Summit and Labor Briefing will be July 22. Thom flew Pairing HA78 on May 6 and 7 and is compliance with TWU Local 556 Bylaws. Thom assisted the Grievance Team on issues including UM procedures, CWA functionality, FMLA notification, and Supervisor Seniority. In addition, Thom also worked with Grievance Chair Allyson Parker Lauck and Contract Coordinator Denny Sebesta in grievance review, Board of Adjustment , and Arbitration. The results have been positive for our Members and the Grievance Team will update the EB on specific ongoing areas of interest. Thom has finalized his assessment of TWU Local 721 and the Gaming Division and has submitted the final report to TWU President James C. Little. Thom assisted in a Strategic Planning Meeting at the National Labor College in Silver Spring, Maryland on May 17-19 and will continue to assist in these levels with Local Unions when his schedule permits. Thom and other TWU Members have also assisted the TWU Organizing Team with Virgin America, JetBlue, and Alliance organizing. All expenses and lost time associated with these special projects is reimbursed by TWU International. TWU Local 556 Membership Meetings will begin on June 18. Thom will not be able to attend the OAK, PHX, and LAS Meetings due to a previous commitment and thanks Michael Massoni for stepping in for him to chair those meetings. Thom will represent TWU Local 556 at the TWU International Executive Council Meeting in Atlantic City on June 21-25. Thom will participate in the live webchat Wednesday June 16 at 1800 CST. Audrey Stone will moderate and Special Guest will be Michael Broadhead of the Professional Standards Team. The Scholarship Committee will meet on June 17 to award 2010 TWU Scholarships. Thom reported that scholarship entries are lower than last year and the EB should seek to increase applicants for the scholarships. Thom continues to work as a liaison between the Grievance Team, Executive Board, Management, organized Labor, and most importantly our Members and maintains an open door policy for all.

Thom McDaniel requested that Executive Board Members make an effort to check their emails daily and to respond when appropriate.

Thom McDaniel **agreed** to notify Executive Board Members when the dates of the Local 556 Strategic Planning Retreat had been confirmed.

John Parrott presented the **Office Manager's Report**. There was no written report submitted.

There was discussion regarding the recent team-building exercise conducted by Thom McDaniel in the Local Union Office.

Stacy Martin entered the Meeting at 0917.

John Parrott **agreed** to write new language for Local 556 Policies and Procedures Manual regarding how sick calls were to be handled in the Union Office.

Colleen Griffin requested to be excused from August Executive Board Meeting.

Cuyler Thompson made a **motion** to excuse Colleen Griffin from attendance at the August Executive Board Meeting for scheduled vacation. Jimmy West **seconded** the motion. The motion **carried**.

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

> *April 12-15, 2010 – Colleen requested that her absence from the Executive Board Meeting be excused due to illness. May 10, 2010 – Colleen Griffin, John Parrott and Michael Massoni met with Mike Hafner at SWA Headquarters to discuss a Strategic Plan for Flight Attendant Lounge Media. Michael did an outstanding job of articulating our need for up-to-date, real time communication technology, while John emphasized that cost and budget concerns would definitely factor into the decision to purchase said technology, or not. May 22-24 - Colleen flew pairing MI35 and is in compliance with Bylaws regarding quarterly flying requirements for Executive Board Members. May 31 – June 7 – Colleen shared Emergency Officer On Call duties with Stacy Martin. Stacy generously offered to take On Call duty during the weekdays and Colleen covered the weekend. May 2010 - Colleen spent many, many hours this month taking inventory of the first 12 months of her term as Board Member at Large, and the following is a result of that inventory. At the Strategic Planning camp in November, Colleen spoke openly and passionately to fellow Board Members about her experience thus far--that despite initial assurances to the contrary, personal and political agendas in the Boardroom have segregated the Board. Colleen regrets to have to report that efforts by some to further segregate the Board continued into 2010, and when Union Leaders behave in this manner they compromise the integrity of the entire Board, contradict our In Unity message, and make Herb's words prophetic, "unions never get beaten by outside forces, they always beat themselves from the inside."*

There was discussion regarding Colleen's Report.

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

> *Mark reported that he has been very involved in the organizing efforts of both the jetBlue and Virgin America Flight Attendants. He contacted Karla Kozak and Frank McCann at TWU International and volunteered to serve as a resource during informational meetings in Long Beach on May 13 for jetBlue, and on May 14 in Los Angeles for Virgin America. On May 20, he traveled to New York City along with HOU DEBM, Crystal Reven and President Thom McDaniel. Thom attended a jetBlue Shareholders meeting along with Members of the jetBlue organizing committee while Mark and Mrs. Reven passed out informational flyers outside the building. Their efforts were successful as many of the Board Members saw the flyers before entering and during their meeting. Unfortunately, jetBlue Management didn't like what we were doing and attempted to have us removed and deny us our First*

Amendment rights. Thankfully, the NYPD supported our efforts and did not shut us down. Mark completed an article for the April Shop Steward Connection as well as for the June Unity Update. Mark met with TWU Legislative Representative Gwen Dunivent on May 26. He was unable to attend the California State Conference the following day due to a scheduling conflict, but he and Ms. Dunivent were able to discuss ways to reinvent the California State Conference (CSC) and bring it to a higher level of influence in the California Legislature. Mark continued his report stating that he sat his Emergency On Call week May 17-23 and received three qualifying calls that he entered into LaborSoft. He spent four of those days in the Union Office and in transit. During that time, he was able to complete much of the office update projects that were tasked to him previously. He began working on the project on the week prior on May 10. One office was converted to a storage closet to replace the recently vacated offsite storage unit. Items in storage are now accessible and orderly, across the hall from the Treasurer's office. Five different office desks needed to move into different locations throughout the building and workstations were setup on them. Mark also completed setting up four complete workstations in the cubicle area where temporary or visiting Staff can work without the need to sit in someone else's office. The DEBM's have been given workspace opposite the four "temp" workstations that should meet both storage and work needs during their time spent in the office. He has requested replacement keys for lockable areas but to date has not yet received them. He stated he would follow up during this meeting. An office was set up for use by remaining non full-time Executive Board Members. A computer loaded with all of their TWU profiles is accessible to each of them in that office. All areas have been updated with current name placards and any missing tiles have been replaced. Along with IT Coordinator Michael Massoni, Mark also completed the task of updating the IT Room. Old equipment was been disposed of, current items have been organized, and all work areas (except DEBM's) in the office are now equipped with computers. The only area left in the office in desperate need of work is the BOA/Arbitration Prep Room and Mark would like to request that someone else please do it. The next phase of the Office moves will take place just prior to when the next Negotiating Team begins to occupy the space we have currently repurposed in their absence. Mark also updated the Executive Board on replacing current, dated, and dysfunctional cell phones. The shipment should be arriving Wednesday afternoon or Thursday morning of this meeting. He will need to be excused from the meeting to ensure that all equipment is activated, functioning properly, and distributed to all Board Members and Committee Chairs. He also will need to update our Locals server with new software that will support our new phones. The software is provided my RIM (the maker of Blackberry) and is free of charge. He asks that all Board Members please learn how to utilize their equipment and service. Mark concluded by stating that he will update the Board on his other Committees during those Committee Reports. He stated that he was in compliance with the Local's Bylaws by flying OD49, dated 4/19/2010-4/21/2010

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

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

Audrey reported that Fact Finding Meetings in Baltimore continue to be steady. They range from delay of flight, Unaccompanied Minor (UM) issues, passenger and Employee complaints, and terminations resulting from points, drug/alcohol issues, and sleeping on duty. Audrey would like to thank all the Shop Stewards who helped at the Base while she was on vacation in May, especially Stephanie Roberts, Pamela Kay, and Steven Romero. Lounge Mobilizations were conducted May 20 and 27, with one scheduled for later this week and another one next week. Audrey spoke with Jamie Willard when she returned to Baltimore, and they have tentatively planned to meet next week to discuss updates and any changes at the Base. With the three Supervisors returning to the line last month, we have been short four Supervisors and have had "floaters" filling in from other Bases. The Glass Case was updated and *the Red Rack straightened. Unity was also distributed in early May. Audrey updated the Base page in May and June, and Shop Stewards were contacted via email. Audrey hosted the TWU Live Broadcast with Thom McDaniel in April, and is scheduled to again on June 16. Audrey ended up being scheduled to 1st Chair a BOA on April 27 that reached a settlement at the last minute. Audrey worked the Union Weekend After Hours on May 29 and 30. After Audrey inquired again about the Memo Southwest Airlines (SWA) agreed to distribute to BWI-based Flight Attendant regarding the changes to the Maryland Flexible Leave Act, she was asked by SWA to draft one. Audrey will be completing that soon, and hopes that can be distributed by the end of the month.*

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

Crystal began her report by stating that the HOU Base is adapting to the newly renovated baggage claim area. As construction continues, the upper drop off ramp is closed for the next 10-14 days because of construction and Employees have to enter the airport from the bottom level which may add additional delays prior to check-in time. Crystal has corresponded with Kevin Clark regarding Base happenings and to inquire about what is being done to increase the speed of the HOU Lounge computers. HOU Supervisor Shannon Hiatt has accepted the assistant Base Manager position in MDW and her position will be filled internally. There have been very few Fact Finding meetings in HOU since she last reported in April. The Fact Finding Meetings that were conducted were due to customer complaint letters, attendance and a delays of flight. Crystal attended the HOU In-Flight Provisioning Committee meeting on April 27 in place of Committee Co-Chair Donna Keith. Crystal assisted Allyson Parker Lauck and Sara King in presenting a Board of Adjustment case for a PHX Flight Attendant on May 25. Crystal also traveled with Thom McDaniel and Mark Torrez on May 20 to New York City to attend the JetBlue Shareholders meeting to assist JetBlue Flight Attendants in their Union organizing efforts. Crystal participated in a conference meeting with the Uniform Steering Committee Meeting on June 2 and 9, 2010. Crystal continued by thanking the Executive Board on behalf of a HOU Flight Attendant who is battling cancer for the monetary donation to assist in his ongoing recovery. Crystal is disappointed to inform the Executive Board that the Union Glass Case contents were vandalized and she had to re-print the content. Crystal also adds her concern regarding the two near misses (one of which was 182 ft off our aircraft wing) in HOU in early May. She has reached out to all six Flight Attendants involved to ascertain their account of the events and offer support on behalf of our Local thankfully no one was injured. In addition to these events, a HOU crew experienced one emergency landing on April 29. Crystal conducted two Lounge Mobilizations in the HOU Lounge on May 4, 26 and 27 (half days). She fulfilled her Bylaw obligation by flying HC26 on June 7-9, 2010. Additionally, Crystal wrote an article for the Shop Steward Connection in May as well as served two full weekends and one partial weekend as Weekend On-Call Officer. All Union publications have been distributed in the HOU Base, the Red Rack is clean and free of outdated material; the Union Glass Case is once again up to date and Crystal is continuing to sell the 35 Anniversary pins.

There was discussion regarding the recent threats and vandalism experienced by some Executive Board Members.

The Executive Board took a break at 1017 and reconvened at 1030.

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

Professional Standards Committee Chair Michael Broadhead and CISM/Professional Standards Committee Member Jane De Mars were guests at the Meeting. Michael introduced Jane to the Board. The Board thanked Jane for her service to the Membership.

Michael Broadhead and Jane De Mars were excused at 1033.

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

> *There were two Fact Finding Meetings in Dallas during the month of April and two during the month of May. Karen sat Union Emergency On Call during the last week of May and would like to thank Colleen Griffin for covering for her on call for two days while she was flying. Karen assisted Jimmy West with his on call week and sat John Dippipa's on call week in May. In both April and May, Karen met with Sara Schulte, Tish Hirsch and Hector Barerra and discussed Dallas Base issues. On April 21, Karen attended a Team Building meeting for two Flight Attendants. Karen, Lisa Trafton and Allyson Parker-Lauck met with Management on April 29 to discuss and work through a Scheduling issue. Mark Torrez was available via phone. The outcome of the meeting was positive. Karen participated in a conference call on May 17 regarding a Scheduling Committee issue. On Thursday April 8, Karen coordinated with the Colonial Insurance agent assigned to the Dallas Base and help kick off the Colonial open enrollment period. The enrollment drive went well and the Membership had numerous questions for the Colonial agent. Overall, it appeared that the Flight Attendants are pleased with the Colonial policies. Two Lounge Mobilizations were held in both April and May. Shop Stewards were contacted during both months. The Dallas Base Bulletin Board was changed in April, the Web site "Lists" advertisement flyers were printed and placed in the Dallas Base and the Membership Meeting dates were placed in the case as well. All publications have been distributed and the Union Red Rack is organized. Karen and a few other Executive Board Members have not been selected to serve on the Grievance Review Committee since its inception. Karen has not been requested to temp in the TWU Office however, temporary personnel has been utilized on numerous occasions. Karen continues to enjoy serving the Membership and welcomes Members to call her anytime.*

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

> *Jimmy reported that MCO has seen an increase in Fact Finding Meetings since the last Executive Board meeting in April. The meetings have ranged from slide deployment on an over-nighting aircraft to Customer letters to dishonesty. Jimmy reported that he was contacted by MCO Base Manager Brian Ridgeway regarding Southwest Flight Attendants allegedly passing out Union information in the terminal to jetBlue Flight Attendants. Jimmy reported that he contacted TWU Organizer Karla Kozak in Washington to find out if this information was being passed out. Jimmy reported that Karla assured him that the Union Membership cards have not been passed out yet and that Southwest Flight Attendant's have not been contacted to assist in the airport. Jimmy reported that he met with Brian Ridgeway and assured him that this was, in Jimmy's opinion, Union busting by jetBlue Management and that when the time comes, and jetBlue needs our assistance, we will be there. Jimmy reported that since the creation of the Grievance Review Committee, Jimmy has not been utilized on this committee. Jimmy reported the MCO Base hosted a Base of the Year party at the end of May. Jimmy reported that MCO had one In-Flight Supervisor return to the line and while the interviews have taken place, the replacement has not yet been announced. Jimmy reported that he continues to receive numerous phone calls regarding re-routing of line-holding Flight Attendants. Jimmy reported that the Union Red Rack and Glass Case are up to date and all publications have been distributed.*

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

Todd reports that for the month of May, not one Fact Finding Meeting was held. Unfortunately come June, Fact Findings are very steady. Todd was the Weekend Officer On Call twice in May and once in June. He was very busy all three weekends. Saturday seems to be the busiest day with the most calls. He continues to work with the International on their organizing campaign for Virgin America Flight Attendants (VX). Besides visiting the pseudo headquarters at Local 505's lodge, Todd spent a day at SFO talking to VX Flight Attendants as they arrived to start their trips. Names of OAK Based Flight Attendants have been submitted to the International Organizing Committee so they can get more help in the field. Todd has met with the Base Manager several times within the last two months. He recently received an email from her with some good news regarding employee parking. The Alameda County Sherriff's Department is going to increase their presence in the employee parking lots. This will hopefully deter any future vandalism and crime against the Flight Attendants and their vehicles while at work. Per one of the many great labor laws in California, employees are able to designate their own doctor as a treating physician in the event they sustain an on-the-job injury. Todd distributed this doctor designee form that must be filled out and turned in to the OAK Inflight Office. A week after this form was distributed; the Company sent all OAK based Flight Attendants an email regarding a future change to the workers' comp provider in California. The language in the email was ambiguous and left many Flight Attendants confused about their rights. A special thanks to Denny Sebesta for looking into this issue and making sure no labor laws were being changed or circumvented. Todd and Denny wrote a letter to the OAK Flight Attendants explaining the language of the email and reassuring their continued right to designate their own doctor. On May 27, TWU Local 556 hosted the quarterly California State Conference. In attendance were OAK Shop Steward Donald Silva, Todd, COPE Political Field Advisor Gwen Dunivent, and several other representatives from TWU Locals throughout the state of California. TWU International Organizers as well as Safety Members were guests at this conference. The Red Rack has been organized, Glass Case updated, all publications distributed, Shop Stewards contacted, and E-Connection sent out. Three Lounge Mobilizations were held in May and one has been held in June.

Southwest Airlines Management Representatives Naomi Hudson and Brendan Conlon entered the Meeting at 1044.

There was discussion regarding Brendan Conlon's new position as Senior Director of Automation and Crew Services. Brendan Conlon submitted copies of a Sick Leave and Productivity Review compiled for the Local 556 Executive Board. There was discussion regarding the recent increase in sick calls by Flight Attendants. Thom McDaniel asked about reports he had received in which Inflight Base Managers, during visits to Recurrent Classes, were telling Flight Attendants that if the current trend in the number of sick calls continued, there would be 500 fewer Flight Attendants this fall. Thom asked if the correct message from Management should be that they are concerned about sick leaves. Naomi agreed. Todd Gage asked if Management had any ideas about reducing the current number of sick leaves. Naomi stated that if a Flight Attendant was sick, they should stay at home. She noted that Management was looking at "patterns" of sick leave with individuals. Brendan noted that Management was considering reducing the number of Reserves each month. It was noted that many Lineholders were being rescheduled because there aren't enough Reserves. Naomi stated that there would be more of that because Reserve Utilization is in the 90 percent range. Brendan stated that the Dallas Base was slightly overstaffed but that Management was trying not to force-base anyone out. Colleen Griffin discussed problems that Flight Attendants were having when Business Select (BS) Customers saved premium seats for travelling companions who boarded later in the process. Colleen reported that Operations Agents (OPS) in Chicago were advising BS Customers that they were allowed to save seat for others in their party. Naomi stated that she would communicate a joint message to Inflight and OPS regarding the *matter. There was discussion regarding the fact that Southwest Airlines does not have a policy on Customers saving seats. Thom McDaniel discussed the inconsistencies from Base to Base regarding who is sent home from Recurrent Training (RT) for having incomplete Flight Attendant Manuals. Naomi confirmed for Donna Keith that Flight Attendants could print Bulletins/Revisions at home via SWALife and insert them into their Manual. Karen Amos asked that recent Bulletins/Revisions be provided at RT locations. Michael Massoni wondered if a Flight Attendant Manual Quick-check could be added to the RT Online Homestudy. Thom McDaniel asked if the RT Instructors could arrive early and to check Flight Attendants' Manuals before class begins. Naomi Hudson agreed to discuss these ideas with Paula Gaudet. Thom McDaniel reported that some Stations did not have Sweepers available at the end of night to accept Unaccompanied Minors (UMs). Thom noted that his advice to Flight Attendants has been to call the Inflight Supervisor on Duty. Thom reported that Inflight Scheduling was determining that it is not necessary to call an Inflight Supervisor. Audrey Stone gave a specific example and time that an Inflight Scheduler refused to connect a Flight Attendant to an Inflight Supervisor. Brendan agreed to communicate this to the Inflight Schedulers. Cuyler Thompson discussed the fact that so many Ops Agents are not giving Specials Reports to Flight Attendants. Naomi stated that the Flight Attendants should insist on a Specials Report. Brendan agreed to find out why Non-Revenue and Positive Space Passengers had been removed from the Specials Reports. There was discussion regarding the fact that many Ops Agents were not following proper UM Procedures. Michael Massoni noted that Flight Attendants should be empowered to challenge Ops Agents when they do not follow correct procedures. Naomi stated that she would look into how Inflight Management could do that.*

Stacy Martin left the Meeting at 1148 for personal reasons.

Thom McDaniel reported that certain Stations, including Dallas, did not have enough ground-power to keep the aircraft cool at the gate. There was discussion regarding why Southwest Airlines Flight Display System (FIDS) Monitors were so often incorrect when compared to such systems as Flighttracker.com and Flightstats.com. Naomi and Brendan stated that they would look into it. Jimmy West asked why Crew Web Access (CWA) sometimes showed Pairings available for Voluntary Junior Available (VJA) but there were no corresponding Pairings in Open Time (OT). Brendan stated that he would look into it. Audrey Stone noted that Pairings disappear from OT at two hours prior to departure. She explained that according to the Contract, Flight Attendants were supposed to have Scheduling manually trade Pairings at that point. Brendan stated that the system needs to be changed and that he would take care of it.

The Southwest Airlines Management Representatives left the Meeting at 1200.

The Board went to lunch at 1200 and reconvened at 1332.

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

Stacy Martin was excused for personal reasons.

American Income Life Insurance Representatives Jay and Nicole Pate were guests at the Meeting.

Stacy Martin entered the Meeting at 1344.

The Executive Board discussed the products offered by the American Income Life Company with the Representatives.

The American Income Life Insurance Representatives were excused at 1420.

John DiPippa left the Meeting at 1425.

Michael Massoni was excused at 1428 to attend Health and Safety Coordinator (HASC) Meeting at Southwest Airlines Headquarters.

The Board **agreed** to postpone the discussion until Board Members could study the informational packet provided by the American Income Life Insurance Representatives. Thom McDaniel **agreed** to forward the information to legal counsel to study as well.

John DiPippa returned to the Meeting at 1432.

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

> *Donna reports that the vacancies in the Chicago Base Management have not all been filled to date. Shannon Hiatt will be filling the recently vacated Assistant Base Manager position with the Inflight Supervisor position yet to be announced and the Recurrent Supervisor position not yet posted or filled. There have been several Fact Finding Meetings held in Chicago recently with an upswing in meetings concerning delays. On April 26 – 29, Donna attended the National Cope Convention in Washington D.C. and got to experience firsthand lobbying on Capitol Hill, something that will greatly benefit her in her role in the Illinois – Indiana State Conference. Donna was unable to attend the April Provisioning / Inflight Committee so Crystal Rains graciously agreed to attend the meeting in her place. On June 7, 2010, Donna and Don Shipman attended the Illinois –Indiana State Conference meeting in Chicago. Gwen Dunivent was also in attendance. Donna has conducted Lounge Mobs, updated the Glass Case, the Base Page, tidied the Red Rack, distributed all publications, and been in communication with Stewards and Base Management on a regular basis. Donna attended an OJI / Workman's Compensation workshop in Chicago and is grateful for the opportunity to gain this valuable knowledge that will be beneficial to our Members. She was very surprised to learn the how many of the current practices and procedures do not comply with Illinois State Law and has had the opportunity to use her recently gained knowledge to assist several Flight Attendants already. Donna worked Weekend On Call the first weekend in June receiving quite a number of calls, which is encouraging because Flight Attendants are utilizing the service. Donna is in compliance with the flying requirements – MB23 on May 5, 2010. The sale of the 35th Anniversary Pins was successful and the Flight Attendants receptive to the cause of their contribution.*

Jimmy West left the Meeting at 1442.

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

> *Bryan Orozco reported that in April he met with the Allegiant Flight Attendants as part of TWU's organizing drive. He also attended the TWU COPE Convention in Washington, D.C. from the 26 thru the 29. He had the help of Steve Guardado to update the Union Glass Case and did a Lounge Mobilization. In May, Bryan attended the McCarran Airport Council. He and six other Flight Attendants volunteered with the Special Olympics. He also invited Kevin Baber and Dana Suechting to attend the Nevada/Arizona State Conference, which was hosted by our Local. He did two Lounge*

Mobilizations, met with Base Manager Scott Wells, cleaned the Red Rack, updated the Base page and had contact with most of the LAS Shop Stewards. In June Bryan attended the McCarran Airport Council. He was able to meet with County Commissioner Roy Reid about our parking issues. Addie Crisp, Kevin Barber, Dana Suechting and Bryan Orozco attended AFL-CIO grassroots training. He also met with Base Manager Scott Wells to talk about moving gates 1-9 in the C gates to the B gates and about the construction of the bag room still is on hold. The LAS Base lost a few Supervisors that went on line and interviews were held for new Supervisors. Bryan checked and cleaned the Red Rack and talked, texted or emailed Shop Stewards.

Thom McDaniel submitted the **COPE Team Report** for Co-Chair Susan Kern:

The TWU International hosted the annual COPE convention in Washington, DC April 26-29. This year's theme was "Take Charge of Political Change: Stay Connected". Representing Local 556 was: Bryan Orozco, LAS DEBM; Addie Crisp, LAS; Donna Keith, MDW DEBM; Stephanie Roberts, BWI; Susan Kern MCO and Co-Chair COPE; Thom McDaniel, President TWU Local 556 and Co-Chair COPE. These COPE Team Members were selected to represent Local 556 in order to support the newly created State Conferences in Nevada and Illinois. Over the course of the three days we heard from a wide variety of speakers, including: U.S. Transportation Secretary Ray LaHood; Ed Wytkind, President of Transportation Trades Department AFL-CIO; Congressman Barney Frank (MA), Chairman of the Financial Services Committee; Congressman James Oberstar (MN), Chairman of the Transportation and Infrastructure Committee; and Congresswoman Laura Richardson (CA), to name a few. The speakers updated the Convention on their goals and concerns for the 111th Congress. There were group discussions and role-play opportunities to learn about lobbying, the importance of staying connected with legislators, and understanding legislative issues. All Members of the TWU 556 delegation had the opportunity to directly participate in lobbying over the three days. Legislators visited included Senate Majority Leader Harry Reid (NV), Senator John Ensign (NV), Senator Bill Nelson (FL) Chairman of the Emerging Threats and Capabilities Subcommittee of the Armed Services Committee and Chairman of the Science and Space Subcommittee of the Commerce Committee, Representative Alcee Hastings (FL-23rd) Co-Chair of the Helsinki Commission, Representative Corrine Brown (FL-3rd) Chair of the Transportation Subcommittee on Railroads, Pipelines, and Hazardous Materials, Representative Debbie Wasserman-Schultz (FL-20th), Representative Kendrick Meek (FL-17th), and Representative Alan Grayson (FL-8th). Our focus was on the FAA Reauthorization Bill (currently in conference, having passed both the House and Senate) with an emphasis on OSHA protection for Flight Attendants and foreign aircraft maintenance, plus the upcoming changes to the NASA space program which will have an impact on almost all communities in the state of Florida and many more in the states of Texas and California. Wednesday evening a Congressional reception was held in the Canon House Office Building that was well attended by both staff and elected officials. While there is a great deal of hope that legislation will be passed benefitting working families, there is also concern about the timing and focus by the Administration on various issues. The Employee Free Choice Act has taken a back seat to Health Care Reform and now Immigration and Financial Reform; this is definitely becoming a cause for concern that our Members can focus on in the future. The one bright spot in organizing for airline employees is a recent decision by the National Mediation Board (NMB) to allow Union elections to be decided based on a majority of the Employees who vote as opposed to the unfair practice of a majority of all Employees in the work group to approve forming a Union.

Jimmy West returned to the Meeting at 1449.

Thom McDaniel noted that TWU International was moving their offices to Washington, DC by September 2010.

Thom McDaniel reported that TWU International Vice-President Garry Drummond had been promoted to the position of Director of the TWU International Air Transport Division (ATD). Garry Drummond would continue to serve as the Southwest Airlines Coordinator for TWU International.

The Board took a break at 1455 and reconvened at 1520.

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

Michael Massoni was excused to attend the HASC Meeting at Southwest Airlines Headquarters.

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

> *Here is a recap on CISM for the Board Meeting. We had a total of 42 calls come into the CISM Hotline during the month of May. We spoke with over 125 Flight Attendants during the month.*

A/C Mechanical	*4*
Assault on Employee	*1*
Confidential Issue	*1*
Death on Board	*1*
F/A Hospitalization	*3*
F/A Personal Issue	*2*
Injury	*1*
Jumpseat Intervention3	
Medical Emergency	*12*
Natural Disaster	*1*
Near Miss	*2*
Non Work Related	*1*
Other	*1*
Passenger Misconduct	*3*
Personal Issue-F/A	*2*
Personal Issue-Pilot	*1*
Prep Cabin for Emergency	*1*
Sexual Assault	*1*
Turbulence	*1*
Total:	*42*

> *We are starting to get busier as we move into the summer months. Typically we have been averaging about 1-2 incidents per day. This usually equates to about 3-9 phone calls to return. Each incident is handled differently and the follow up is based on the Flight Attendants need after experiencing an incident. Some incidents we spend about an hour working through and some we spend weeks helping the Flight Attendant work through. Just as a reminder, please call the CISM hotline to report any incident 1-800-408-3220. This is necessary because if the pager wearer is on the phone working with a Flight Attendant then the backup person or myself will make sure the pages are answered. Thank you again TWU556 for your continued support of the CISM program. We appreciate all of the Board*

Members!!! I am always available to any of you if you need help with a Flight Attendant feel free to call on me!

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

Total queries received:	*28*
Total cases worked:	*17*

Case breakdown

FAR's	*1*
Safety	*3*
SWA Company Policy	*9*
Pilots	*2*
Other	*2*

Examples of some calls received and/or cases worked:
Affair with coworker and slander. Not worked. Suggested Base Leadership after discussion with Paul Cooper, Mgr. Of Employee Resources.
Flight Attendant not secured in jumpseat for landing. Worked case.
Flight Attendant not in required Uniform. Worked case.
CWA password abuse: Not worked. Explained not within scope of PS.
Extreme negative Crew communication style after conflict: Worked case.
Complaints of hotel noise on RON. Not worked. Explained not within scope of PS. Suggested other options.
Customer Service complaint about treatment to non rev daughter by working Flight Attendant. Not worked. Explained not within scope of PS. Suggested two other options.
Flight Attendant confronting Flight Attendant during boarding in jetway for complaints about noise from RON. Case worked.

Other items:
Provided two PS Email Newsletters/Updates to Committee Members. Submitted article for Unity and submitted group photo of PS Committee for Unity Update. Met with Inflight Liaison Steve Murtoff to discuss overall program operations thus far and made arrangements to have the PS Operations manual loaded into SWAlife so Base leadership could have access for reference. Continue to work with Shanna Lamb on getting "PS" code into nickname fields. Still some ongoing problems and delays. Conducted an audit last week to have her run list of all names with PS codes to ensure accuracy. Changed greeting on PS hotline for instructions on leaving messages. Improved results. Have payment of TFP's from PS budget to Committee Members for their work.

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

Meetings Attended:
HASC (Health and Safety Committee)
ASAP Meeting
CISM Recurrent Training
World Aviation Training Symposium
National Safety Council Meeting
Blood borne Pathogen Training

Monitored/Responded to approx. 30 ENS situations:
Death in flight - 2
Hospitalized Flight Attendant
Flight Attendant Injury - 3
Rapid Decompression
Bird Strike – 3
Possible Fire in Cargo Compartment
Lavatory Smoke Alarm Issue
Pressurization Problem
Gear Issue
Flap Issue
Severe Turbulence
Diversion due to ill passenger - 2
Engine Vibration Issue causing diversion
Smoke in Cockpit

Articles/Research
Continued Research on Air Quality
Continued Research on SWA ASAP Program
Continuing Preparation for 2010 Safety Fairs
Article regarding Fatigue
Research on Hepatitis B vaccine
Research on Electronic Cigarettes

Follow-up Issues
OJI Statistics
Clarification on Customer Pet Allergy Issues from Inflight Management
Responded to Ask the Source enquiries
Responded to water testing questions
Maternity Leave Issues
Cockpit Pet Allergy

Scheduled Meetings in June
HASC (Health and Safety Committee)
ASAP Meeting

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

Audrey reported that, thanks to Kyle Whiteley and Cuyler Thompson, the Contract Pop Quiz went online in May. Kyle and Audrey filmed more Contract videos on April 16 but Kyle has reported that the lighting was poor so they will be re-filming again this week on June 18. We hope that there will be videos of good quality going online in July. Audrey is working on formatting the Contract Resource Guide to run parallel with the videos to provide consistency and the best possible education tools. Denny Sebesta, Contract and Leave Coordinator, is working with Audrey to give feedback on "frequently asked questions" from Flight Attendants and Contract issues that come up with SWA.

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

The Scholarship Committee reported that there has been a delay in awarding Scholarships due to Scheduling Conflicts. The Committee will meet this Thursday to award the Shanna Martin Scholarship. NO applications were received for the Paul Gaynor Scholarship. The total number of Scholarship applications received was low. We will have a new member from the Education Community joining us this year. Please continue to sell 35th Anniversary pins. Thank you!

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

Todd attended the quarterly ATD Veterans Committee Meeting on May 11 and 12 in Dallas. He was given a quick lesson on the Uniformed Services Employment and Reemployment Rights Act (USERRA). He provided the Committee with the Southwest Airlines Military Leave Handbook and hopes to get feedback on whether or not Southwest covers the important information needed before going on military leave. After hearing about some issues in other Locals regarding their Members being discharged and permanently disabled, Todd has a proposal for the Executive Board he hopes will pass to assist Local 556's Members in the event they should be discharged and permanently disabled. Todd and Publications Chair Kyle Whiteley, produced an important video for this past Memorial Day. He received very positive feedback. A special thanks to Kyle for his creativity on the project. They continue to work together updating the Veterans Committee Page on the Local's Web site with impertinent information. Recently it was brought to his attention that under FMLA, a leave can be granted for family members of those that are on active duty or are about to be activated. Todd will go into further detail about this in his upcoming Unity article. This concludes Todd's report.

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

On April 23, Donna participated in a conference call meeting with the Green Team Members from SWA Headquarters. Several issues were discussed including the rebate numbers, which had suffered slightly from comingling but have the opportunity to improve as the program takes root in the Company and more Employees participate. Clear bags are an option that the team has chosen to implement in the future. Discussion on the success of the recycling program and the challenges we are having in the Maintenance Department kicking it off and possible solutions to get them more involved. Discussion about a composting programs and community outreach opportunities. There was discussion about what a great job the Inflight Department is doing with the comingled recycling program. There was another meeting of the Committee on June 4, which was concerned mostly with increasing the participation of the Maintenance Department in the recycling program. One way discussed to increase their participation is developing Mechanics Green Ambassadors as peer encouragement.

Stacy Martin was excused at 1600 for personal reasons.

John DiPippa submitted the **Provisioning Committee Report**:

3 Goals Gary want us to achieve for this year

1. *Win More Customers*
2. *Take Care of Each Other*
3. *Conquer the Cost Mountain*

Miscellaneous

- *There will be a laminated chart for 165 counts and on the backside it will have Hand-Held Device tips. This will be in the dry kit.*

Hand-Held Device (HHD) Information

- *At the end of June, there will be a pop up reminder to remind Flight Attendants to transmit.*
- *There is talk of adding more/different colors to the HHD Screens.*
- *There will be a pop up that will let Flight Attendant's know that they accidently hit the Coupon button but they actually wanted to scan a Customer's Credit Card.*
- *$280,000 in HHD Repairs in 2009 and YTD is $84,000.*
- *There will be a strap the top in the holster for the HHD, thus the HHD won't fall out if turned upside down.*
- *In spite of cost to repair HHD's, switching to them was worth it.*
- *As long as HHD transmits, it doesn't matter if it transmitted via the cradle or at the end of a Flight Attendant's duty day.*
- *160 HHD have not transmitted in 60 days.*
- *Please incorporate F2 in preflight duties, as this will let a Flight Attendant know when the HHD last transmitted.*
- *Turn off the HHD after transmitting.*
- *Change HHD batteries at 40%*
- *Four Batteries will be on the Provo Trucks in the near future.*

Select a Snack/Snacks/Drinks

- *Sun Dried Tomato Basil Wheat Thins replacing Cheese Nips in June for two weeks.*
- *We are at the six-month mark to decide whether to keep Coke Zero—also this is not merely an Inflight decision whether to keep or not keep Coke Zero—many other departments, such as Marketing and Purchasing are involved.*
- *In October Select a Snack will consist of: 100 Calorie Lorna Doones, Ritz Bits Cheese Crackers, Whole Wheat Baked Pita Chips*
- *Other upcoming snack transitions are the AM snack will be a Mixed Berry Fruit Crisp Bar and the PM snack will possibly be Airplane Crackers*

Green Team/Recycling

- *29% of waste that would have otherwise gone to landfills has been recycled.*
- *Recycling is not designed to make us money; it just saves us money on waste pick up.*
- *A new recycle bag, which will be white with a black recycle logo and green draw tape, will be out in mid-late June.*
- *There is a goal to eventually recycle cups.*

Each Member of the Committee will spend a day in the field working in the opposite department, for example, Inflight will spend a day in Provisioning and Provisioning will work two legs as a Flight Attendant. The goal of this is each department will be able to experience everything that goes on with their counter department.

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

Donna Keith left the Meeting at 1628.

The Board continued to review and update the Strategic Plan.

Donna Keith returned to the Meeting at 1645.

The Board continued to review and update the Strategic Plan.

Thom McDaniel left the Meeting at 1655.

John Parrott chaired the Meeting.

Cuyler Thompson made a **motion** to recess. Crystal Rains **seconded** the motion. The motion **carried**.

John Parrott recessed the Meeting at 1657.

Wednesday

June 16, 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, Audrey Stone, Crystal Rains, Bryan Orozco, Jimmy West, Donna Keith, Todd Gage, John DiPippa and Karen Amos.

Stacy Martin was excused for personal reasons.

The Board discussed Grievance Review Committee Procedures and Executive Board Confidentiality regarding Grievances.

Thom McDaniel was excused at 0839 to get Allyson Parker-Lauck to present Grievances.

Michael Massoni chaired the Meeting.

Crystal Rains requested that she be excused during the afternoon's Meeting to meet with Melissa Overby of the Southwest Airlines Uniform Steering Committee.

The Board **agreed** to excuse Crystal Rains.

Thom McDaniel returned to the Meeting at 0841.

Interim Chair Crystal Rains presented the **Uniform Committee Report**. There was no written report submitted.

Local 556 Grievance Chair Allyson Parker-Lauck entered the Meeting at 0849 to discuss the **Grievance Committee Report**:

As of the June 10, 2010 Grievance Report, our year to date statistics are as follows:

New Grievances Filed:	*152*
Grievances Withdrawn Without Prejudice:	*83*
Grievances Settled:	*73*
Grievant chose not to appeal:	*1*

Arbitration/BOA Decisions – Union Win:	*1*
Arbitration/BOA Decisions – Company Win:	*2*
Arbitration/BOA Decisions – Split Award:	*1*
Other:	*15*
January 1, 2010 Total Grievances:	*170*
Current Total Grievances:	*146*
Year to Date Net Gain/Loss:	*-24*

Allyson reported that grievances have continued to decline at a steady pace, and the Team has done an excellent job of negotiating good settlements for our Members. The Grievance Team has been quite busy since the last meeting of the Executive Board. On May 11, the Company and Union conducted our first "off site" Arbitration at the Embassy Suites since the Company's decision to enforce the "neutral location" language in our Contract for Arbitrations. While this wasn't a welcome change for the Union due to the additional, and in our opinion unnecessary costs, the facilities were very nice and it went quite smoothly. Lyn Montgomery served as 1st Chair, Brandon Hillhouse as 2nd Chair, and Chris St. Julian as 3rd Chair. The Company offered a settlement to the Member prior to the Arbitrator's decision. On May 25, a Board of Adjustment (BOA) Hearing was held at the Company (there is no "neutral location" language covering BOAs, so the parties alternate between Southwest Headquarters and the TWU 556 Offices for BOA Hearings). Allyson Parker-Lauck served as 1st Chair, Sara King as 2nd Chair, and Crystal Rains as 3rd Chair. The case deadlocked, and the case has been slated for Arbitration on August 13. There are two upcoming Board of Adjustment Hearings on the books for June and July, and four Arbitration cases are scheduling through the month of August. Allyson presented a proposal to the Executive Board including a one-year plan to completely digitize all grievance files that were filed prior to our electronic grievance process. This plan will come at no additional cost to the Union. Allyson asked the Board for their support in implementing the plan.

Michael Massoni was excused at 0855 to participate in a TWU ATD Safety Conference Call.

Lyn Montgomery entered the Meeting at 0919 to discuss the merits of a Grievance.

Michael Massoni returned to the Meeting at 0930.

A Grievant entered the Meeting at 0937 to discuss the merits of the Grievance.

The Board discussed the merits of the Grievance.

The Grievant and Lyn Montgomery were excused at 1000.

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

The Board took a break at 1005 and reconvened at 1024.

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

Stacy Martin was excused for personal reasons.

Mark Torrez presented the **Scheduling Committee Report** for Chair Lisa Trafton. There was no written report submitted.

Allyson Parker-Lauck entered the Meeting at 1030 to discuss Grievances.

Todd Gage made a **motion** to accept the Grievance Review Committee's recommendation to proceed on six Grievances. Mark Torrez **seconded** the motion. The motion **carried**.

Mark Torrez made a **motion** to accept the Grievance Review Committee's recommendation not to proceed on ten Grievances. John Parrott **seconded** the motion. The motion **carried**.

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

John Parrott made a **motion** to revisit a Grievance. Todd Gage **seconded** the motion. The motion **carried**.

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

Denny Sebesta entered the Meeting at 1054 to discuss the merits of a Grievance.

Audrey Stone made a **motion** to proceed on a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

Denny Sebesta was excused at 1112.

Lyn Montgomery entered the Meeting at 1113 to discuss the merits of a Grievance.

Mark Torrez was excused at 1113 to attend to computer issues.

Thom McDaniel left the Meeting at 1119.

Michael Massoni chaired the Meeting.

Mark Torrez and Thom McDaniel returned to the Meeting at 1121.

Cuyler Thompson was excused at 1121 to attend to computer issues.

Audrey Stone recorded the Minutes of the Meeting.

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

Lyn Montgomery was excused from the Meeting at 1122.

Cuyler Thompson returned to the Meeting at 1125.

Denny Sebesta entered the Meeting to discuss a Contractual issue.

Thom McDaniel distributed a proposed letter he had written to Clair Taitte regarding the procedures for determining Domicile Assignment when an Inflight Supervisor or Manager returns to active Flight Attendant status. There was discussion.

John DiPippa left the Meeting at 1131.

Discussion continued.

John DiPippa returned to the Meeting at 1144.

The Board **agreed** not to accept Thom's letter regarding Inflight Supervisors and/or Managers returning to active Flight Attendant status.

Denny Sebesta left the Meeting at 1153.

Catherine Rea entered the Meeting at 1154 to discuss the merits of a Grievance.

The Board spoke with a Grievant via Conference Call at 1157.

Crystal Rains was excused at 1227 to meet with Melissa Overby of the Southwest Airlines Uniform Steering Committee.

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

The Board went to lunch at 1230 and reconvened at 1405. Mark Torrez, Donna Keith, Jimmy West and Todd Gage answered the Local Union Office telephones so that the Local 556 Office and Grievance Team could leave the Office for lunch together as was scheduled quarterly.

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

Stacy Martin was excused for personal reasons.

Donna Keith and Mark Torrez were finishing phone calls.

Crystal Rains and Bryan Orozco were excused to meet with Melissa Overby of the Southwest Airlines Uniform Steering Committee.

John Parrott was excused at 1406 to complete the Local 556 Financial Report.

Cuyler Thompson presented the **May 18, 2010 Executive Board Conference Call Synopsis** for approval.

The Board reviewed and made corrections to the Synopsis.

Mark Torrez entered the Meeting at 1409.

Audrey Stone made a **motion** to approve the May 18, 2010 Executive Board Conference Call Synopsis. Donna Keith seconded the motion. The motion **carried**.

Crystal Rains and Bryan Orozco entered the Meeting at 1412.

Cuyler Thompson presented the **May 4, 2010 Executive Board Conference Call Synopsis** for approval.

The Board reviewed and made corrections to the Synopsis.

Audrey Stone made a **motion** to approve the May 4, 2010 Executive Board Conference Call Synopsis. Todd Gage seconded the motion. The motion **carried**.

Cuyler Thompson presented the **April 2010 Executive Board Meeting Minutes** for approval.

There was discussion regarding acceptable content of Officer/Committee Reports submitted for the Executive Board Meeting Minutes.

The Board **agreed** to table further discussion of the April 2010 Executive Board Meeting Minutes until the topic of Officer/Committee Reports could be resolved.

The Executive Board reviewed the **"To Do List"** from the April 2010 Executive Board Meeting.

There was a discussion regarding the Executive Board Member's mobile connectivity needs.

John Parrott returned to the Meeting at 1511.

John Parrott submitted copies of language he had written as directed by the Executive Board for inclusion in the Local 556 Policies and Procedures Manual regarding Trip Pull Control Procedures.

There was discussion regarding progress on the **Quality of Assurance Survey Project**.

The Board reviewed the **Expanded Customer Service Project**. The Board **agreed** to continue the Project. The Board **agreed** to discuss at the next Board Meeting 1.) Surveying the Membership regarding the cost of the Project and 2.) Utilizing Shop Stewards and/or Grievance Team Members to staff the Project.

The Board took a break at 1530 and reconvened at 1550.

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

Stacy Martin was excused for personal reasons.

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

A Grievant entered the Meeting at 1628 to discuss the merits of the Grievance.

Brandon Hillhouse, Erich Schwenk and the Grievant were excused at 1656.

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

Allyson Parker-Lauck was excused at 1708.

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 = 0
ASHDI Incident Reports received to date:
All Sponsor Unions / TWU = 4048+ / 275

- *Accepted Reports to date (TWU) =184*
- *See Attached Detail*

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

- *04/11/10 through 06/14/10 = 254*
- *Emergencies Declared = 48*
- *All OF 2010 to Date = 568*
- *ALL OF 2009 = 1210*
- *ALL OF 2008 = 940*

The fifth annual meeting of the Global Cabin Air Quality Executive (GCAQE) took place on April 27 through April 29, 2010 in London. TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni attended the meeting on behalf of TWU International who had underwritten the costs of attendance. A full account of the GCAQE proceedings is attached to this report for Executive Board review. The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP) took another step closer to implementation when the Memorandum of Understanding (MOU), signed last week by TWU Local 556 President Thom McDaniel and Southwest Airlines Vice President of Cabin Services Mike Hafner, was submitted to the FAA for approval. Once approved by FAA in Washington, DC, the MOU will be sent back to the Southwest Airlines Certificate Management Office of the FAA for a final sign-off by our Principal Operations Inspector (POI). This process effectively clears all the regulatory hurdles enabling us to proceed with program implementation. In the mean time we, along with SWA, are working diligently to put together the detailed policy, procedures, communications and training necessary for a successful rollout of our ASAP. The TWU Local 556 Safety Team along with Members of Southwest Airlines safety, environmental, and security groups participated in a 16 hour training program regarding Safety Management Systems (SMS) that was conducted by the MITRE Group at Southwest Airlines Headquarters in Dallas. This training was a comprehensive introduction to the SMS processes and their intricate relationships with cross-departmental reporting systems, risk assessment and management as well as methods in building a strong safety culture within our Company. This training indicates Southwest Airlines buy-in and commitment to establishing the SMS process into Southwest Airlines business model. As a point of reference, it is important to note that SMS regulations are forthcoming from the DOT/FAA and will eventually be a required of all carriers. That being said, it is good to see SWA taking a proactive approach to this important milestone in our safety culture.

OPEN DISCUSSION ITEM(S):
The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)

SMS Introduction and Discussion
Go-Team Training
Increased to two new investigators due to training not being available till November putting us into the next budgetary cycle
NYCO Initiative Failure

SCHEDULED AND STANDING MEETINGS:
Thursday June 17, 2010 through Friday June 18, 2010 – International Health and Safety Task Force - (NYC)
Tuesday June 15, 2010 @ 1500CDT – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
Wednesday June 16, 2010 @ 0900CDT – ATD Safety Conference Call
Sunday June 27, 2010 through Tuesday June 29, 2010 – American Society of Heating, Refrigeration and Air-conditioning Engineers (ASHRAE) Summer Conference in Albuquerque, NM

Crystal Rains made a **motion** to excuse Michael Massoni from the July 2010 Executive Board Meeting so that he could attend the Event Resolution Committees at other carriers with Flight Attendant ASAP Programs. Donna Keith **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to recess. Jimmy West **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1721.

Thursday

June 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, Audrey Stone, Crystal Rains, Bryan Orozco, Jimmy West, Donna Keith, Todd Gage and John DiPippa.

Karen Amos was excused to attend a Local 556 Member's team-building meeting in Albuquerque.

Stacy Martin was excused for personal reasons.

The Board placed call to Local Legal Counsel Ed Cloutman.

Todd Gage submitted the **Local 556 Organizing Committee Report** for Karla Kozak:

Here a brief synopsis of the current Organizing Campaigns.

Virgin America (VX):
Currently signing cards: total signed100/500. TWU Local 556 has assigned Oakland Flight Attendants Jenette Philips and Donald Silva to work in SFO with the TWU International Staff Organizers, Tony Beck and Linda Dill. I would like to thank Todd Gage for the time he has donated to the campaign.

The VX anti-Union campaign is in full swing. In the latest Management briefing to VX Flight Attendants, there was a direct attack on the operations of Local 556. Thom I know that you can speak to that, and I thank you for the response you've written. Be prepared for more 556-busting lies from Ford and Harrison, the Union-busting law firm working with Virgin and jetBlue.

Allegiant (G4): *launched campaign June 8, 2010.*
Currently signing cards: total signed 100/400. I'll be making an official ask in the near future for Local 556 Members to assist throughout the nation. G4 has twelve domiciles and we'll need our Members to assist in July. I have a list of Members in locations that correspond with G4 Bases. (MCO, TPA, PHX, FLL, LAX, LAS). Company anti-Union campaign has not yet started.

jetBlue (B6)
Currently creating mobilization structure in anticipation for card signing phase. As you know the anti-Union campaign is in full swing. jetBlue continues to demonize TWU, especially Local 556. In MCO B6 has made complaints to FLL Port Authority and SWA Management, with allegations that SWA Flight Attendants are illegally soliciting B6 Flight Attendants and forcing these Crew Members to sign Union cards. These are all false accusations. Thank you brother Jimmy West for assisting on extinguishing this fire in MCO. B6 shareholders meeting May 20 Jamaica, Queens. Thank you to Thom, Crystal, and Mark for making the trip to New York and supporting B6 Crew Members in their neutrality ask at this meeting. Please see Thom's letter on twub6.org for a full report on the meeting and his interaction with B6 executives. A call for Local 556 Members to participate on a regular basis in daily organizing activities will take place in the latter part of June. B6 has five domiciles throughout the nation.

Campaign communications: Kyle Whiteley is assisting with communications for all campaigns. His expertise and quick turns in facilitating campaign communication needs is greatly appreciated. Mark Torrez, Bryan Orozco and Susan Kern have volunteered to come out to organizing meetings for all campaigns. My original ask to 556 Members back in February was one of support. Specifically: don't let these Flight Attendants go through the organizing process alone. I'm certain that the barrage of half truths from anti-Union literature, combined with illegal interference from Management portrays just how truly intimidating the process can be. My most recent message to our Membership once again asks Flight Attendants to engage and groom our potential Members. We cannot allow them to fight this battle without one on one conversations from our TWU flying brothers and sisters. The 556 Members have been a valuable resource for the TWU Organizing Department staff, and an unwavering layer of education and support to VX, B6 and G4 Flight Attendants. Please contact me directly with questions via cell. I look forward to the continued support from our Local, and most importantly a victory in the very near future for the Flight Attendants at all three airlines.

The Board spoke with Legal Counsel Ed Cloutman via Conference Call at 0841.

The call ended at 0846.

There was discussion regarding the recent threats and vandalism experienced by some Executive Board Members.

The Board **agreed** to table the discussion regarding the products offered by the American Income Life Insurance Representatives until the next Executive Board Meeting.

There was more discussion regarding acceptable content of Officer/Committee Reports submitted for the Executive Board Meeting Minutes. The Board **agreed** to table discussion regarding the April Executive Board Meeting Minutes until Stacy Martin was present.

Michael Massoni made a **motion** to require formal approval by majority vote of all reports submitted to the Executive Board before becoming part of the official record. John Parrott **seconded** the motion. The motion **carried**.

There was discussion.

The Board **agreed** to table discussion regarding the April Executive Board Meeting Minutes until the next Executive Board Meeting.

Cuyler Thompson **agreed** to notify Stacy Martin because he was not present for the discussion.

The Board took a break at 0958 and reconvened at 1015.

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

Karen Amos was excused to attend a Local 556 Member's team-building meeting in Albuquerque.

Stacy Martin was excused for personal reasons.

There was discussion regarding acceptable content of Officer/Committee Reports submitted for inclusion in the June Executive Board Meeting Minutes. The Board **agreed** to revisit the issue during the next Executive Board Meeting.

The Board discussed the procedures of the Grievance Review Committee. Thom McDaniel reported that Board Members who had been chosen to participate on the Committee had not only expressed interest in serving on the Committee, but had already demonstrated their interest by reading the Grievance Case Files, participating in Grievance discussions and voting on Grievances during Executive Board Meetings.

The Board discussed the costs associated with delivering the Local 556 35th Anniversary Pins currently being sold to raise money for Local 556 Scholarships. To save money on postage, the Board **agreed** to deliver the 35th Anniversary Pins to Flight Attendants via Southwest Airlines Boardmail.

Board Member at Large Colleen Griffin resigned from the TWU Local 556 Executive Board and **agreed** to submit her resignation in writing. Colleen was excused at 1047.

Jimmy West was excused to take Colleen to the airport.

The Board **agreed** to order a subscription to the Labor Arbitration Reports. The Board **agreed** to purchase five licenses at a cost of $2,113. It was noted that there were no additional monies added to the Grievance Budget to pay for the subscription.

There was discussion regarding the importance of Grievance Team and Office Staff Members documenting all calls in Laborsoft, the Local's Grievance Database. Thom McDaniel and John Parrott **agreed** to stress this fact during the next Office Staff/Grievance Team Meeting. The Executive Board **agreed** to lead by example and to log calls into Laborsoft.

Audrey Stone discussed new airline legislation proposed by the US Department of Transportation, currently in its official comment period, and if Southwest Airlines and TWU had made their positions known.

Todd Gage submitted copies of a proposal for the Local to institute a Wounded Member Catastrophic Fund to aid Members of Local 556 who have been wounded and/or disabled in service to our country.

John DiPippa made a **motion** to approve a TWU Local 556 Wounded Member Catastrophic Proposal, which was presented by OAK Domicile Executive Board Member and Veterans Committee Chair Todd Gage. Crystal Rains **seconded** the motion.

There was discussion regarding the administration of the proposal.

Michael Massoni made a **motion** to table the motion until the July Executive Board Meeting. Cuyler Thompson **seconded** the motion. The motion **carried**.

Cuyler Thompson read a letter from Arizona AFL/CIO Executive Council Member and Flight Attendant Michael Broadhead, in which he asked for TWU Local 556's support for a resolution, which he had submitted for adoption by the Arizona AFL/CIO Executive Council regarding the repeal of the US Military's "Don't Ask, Don't Tell" policy.

Jimmy West returned to the Meeting at 1122.

There was discussion.

Todd Gage read aloud Michael Broadhead's resolution.

John DiPippa made a **motion** to adopt Michael Broadhead's motion to have TWU support "Don't Ask, Don't Tell." Jimmy West **seconded** the motion. The motion **carried**.

Thom McDaniel left the Meeting at 1133.

Michael Massoni chaired the Meeting.

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

There was discussion.

John DiPippa left the Meeting at 1137.

Thom McDaniel returned at 1139.

John DiPippa returned to the Meeting at 1148.

Cuyler Thompson made a **motion** to approve the April 2010 Local 556 Financial Report. Todd Gage **seconded** the motion. The motion **carried**.

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

Thom McDaniel and Mark Torrez were excused at 1203 to attend the TWU Local 556 Scholarship Committee Meeting.

Cuyler Thompson made a **motion** to approve the May 2010 Local 556 Financial Report. Todd Gage **seconded** the motion. The motion **carried**.

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

Kyle Whiteley entered the Meeting at 1211 to discuss the **Communications Committee Report**:

> *During the past two months, I have stayed very busy as your Communications Coordinator. On April 20, we discovered that our Web site, along with 26,000 other Web sites had been hacked through Network Solutions. The issue stemmed from a problem with a blog program that we had previously utilized on the President's page. While none of our Members' sensitive data was compromised, the hackers did have access to our email addresses that are maintained on the Web site. I received several questions via phone and email and addressed all the concerns to the best of my abilities. The site was down for three days while Network Solutions cleaned the pharmaceutical virus off their servers. Please continue to promote The Lists. We invested money in this program to draw our Members to our site, so please continue to push them to visit. I have heard that we are still having issues updating the Base pages on the site. I am discussing this with Katie at Appletree, and will hopefully have a new program ready to go when we begin our next billing cycle. The Summer issue of Unity will be printed and distributed in July. If you have articles in the issue, please submit them by their due dates. I recorded Audrey for the first round of Contract Live video lessons. There was a problem with the screen we were going to use to behind her, so the videos will be reshot at the end of this week. I expect to have them ready to go on the site mid-July. Pin sales have slowed, so please make sure you are pushing the pins to help fund our future Scholarship totals. Finally, I have been pretty busy working with TWU International working on the communications for their Organizing Department. We are developing a good program for the Virgin America, jetBlue, and Allegiant Flight Attendants that have asked us to help them form a Union.*

The Board went to lunch at 1215 and reconvened at 1330.

Executive Board Members present were John Parrott, Cuyler Thompson, Todd Gage, Audrey Stone, John DiPippa, Jimmy West, Bryan Orozco, Donna Keith and Crystal Rains.

Thom McDaniel and Mark Torrez were excused to attend the Scholarship Committee Meeting.

Michael Massoni was excused to attend the TWU International Health and Safety Task Force Meeting.

Karen Amos was excused to attend a Local 556 Member's team-building meeting in Albuquerque.

Stacy Martin was excused for personal reasons.

Local 556 Scholarship Committee Members Thom McDaniel, Mark Torrez, Allyson Parker-Lauck and Jane Golenko, head Librarian at Pasadena High School, Pasadena, TX, entered the Meeting at 1333.

Ms. Golenko announced on behalf of the Local 556 Scholarship Committee that Kyla Moore, daughter of Flight Attendant Michelle Moore, was chosen as the 2010 recipient of the Local 556 Shanna Martin Memorial Scholarship.

Allyson Parker-Lauck and Ms. Golenko were excused at 1346.

Stacy Martin entered the Meeting at 1347.

The Executive Board discussed Virgin America, Allegiant and jetBlue Organizing Campaigns.

The Board discussed the fact that Colleen Griffin's written resignation had been received. Thom McDaniel **agreed** to contact the candidate who had received the next highest number of votes for Local 556 Executive Board Member at Large during last year's election.

Stacy Martin was informed of the Executive Board's decision regarding acceptable content of Officer/Committee Reports submitted for the Executive Board Meeting Minutes and the approval process.

There was discussion regarding the recent threats and vandalism experienced by some Executive Board Members.

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

Thom McDaniel adjourned the Meeting at 1434.

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

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Cuyler Thompson
Recording Secretary