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

One Brookriver Place 7929 Brookriver Drive, Suite 750 Dallas, TX 75247 (214) 640-4700 (800) 969-7932
Fax (214) 357-9870 www.twu556.org Hotline (800) 806-7992

Executive Board Meeting
March 15-17, 2010
Synopsis

Tuesday

March 15, 2010

Thom McDaniel called the Meeting to order at 0830.

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

Michael Massoni was excused to attend the Secondary Barrier Systems for Flight Deck Security Meeting.

Bryan Orozco was excused to participate in the TWU International Legislative Internship Program in Washington, DC.

John DiPippa and Stacy Martin were excused for personal reasons.

Crystal Rains was excused for vacation.

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

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

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

> *Thom McDaniel reported that since the last Executive Board Meeting, he chaired Membership Meetings in MDW and BWI. Thom thanked Michael Massoni for chairing the HOU Meeting due to a previously scheduled vacation and thanked John Parrott for attending the HOU and MDW Meetings to answer financial questions. Thom and Michael attended a rally in support of the American Federation of Government Employees (AFGE) to obtain collective bargaining rights for Transportation Security Officers (TSO) in Airports. The AFGE has been involved in a ten-year campaign to try to establish Unions for TSA Officers. The AFGE has filed for elections in for the TSO's and hopes to win the right for Collective Bargaining as almost all airport employees currently have. TWU supports this effort knowing that having well-trained career professional security officers will provide better security and ultimately make us safer. TWU International Executive Vice President Harry Lombardo also addressed the rally. TWU Local 556 Members are encouraged to support this effort. Thom and Michael attended the Coalition of Flight Attendants Meeting in Washington, DC February 23-24 hosted by the Association of Flight Attendants. Issues on the agenda were negotiation updates from other Unions,*

lobbying efforts to pass the FAA Reauthorization Bill, changes in the National Mediation Board to make Railway Labor Act elections more fair, the FAA Fatigue Study, and putting together an airline Labor/Management Summit in the near future to try to agree to best practices to improve labor relations in the airline industry. The next meeting of the Coalition will be hosted by the United Steel Workers in Pittsburgh at a date to be announced soon. Thom has worked with Susan Kern and Gwen Dunivent to identify Members to attend the TWU International COPE Conference in Washington, DC April 26-29. It was agreed to include Members who were active in State Conferences or Grassroots initiatives. Members who will be attending the COPE Conference are Susan Kern, Donna Keith, Bryan Orozco, Addie Crisp, and Steven Romero. Thom hopes to put together a coalition of different airline employees in groups to lobby collectively on the passage of the FAA Reauthorization Bill as well as other worker friendly issues like the Employee Free Choice Act. Thom has also continued to participate in weekly health care conference calls and continues to make efforts to oppose the excise tax on workers health care benefits in any form. Thom also notified the Executive Board that he would be participating in the Texas State Conference in Houston on April 20 where TWU Field Organizer Gwen Dunivent has secured Texas Gubernatorial candidate Bill White as a guest speaker. Thom reported that Mark Richard and he had worked with TWU Local 721, Las Vegas Dealers, to assist them with their Contract efforts at Caesar's Palace and the Wynn March 1-3. The Wynn Dealers have been in negotiations for three years and those at Caesar's Palace have been in negotiations for two years. The goal is to neutrally evaluate their efforts and present ideas to help this new Union achieve a contractual victory based on the success of Local 556. TWU International will reimburse Local 556 for all costs and lost time associated with this effort. Thom met with SWA Leaders Mike Mankin, Cindy Nagle, and Cristina Bennett to discuss changes in FMLA law and the effects on our Members. The Company agreed that we would amend our Contract through a Side Letter to reduce hours from 720 to 504 hours for our Members to qualify for FMLA. In addition to the changes in the law as a result of improvements in our Contract, our vacation hours will count toward the 504 hours and notification has to be given within two days which is better than the five days required by law. Thom reported that he had worked with Communications Director Kyle Whiteley on a special printed issue of Unity Update to address rumors that have been circulated via non-Union Flight Attendant forums as well as emails. Hopefully this will provide accurate information to our Flight Attendants as well as direct them to where to get accurate and accountable information from the Union. Thom will also address these rumors in the live Union Webcast on March 17. Thom addressed the Professional Standards Training session on March 10. He was very impressed by the new Professional Standards group and the expanded scope of their training. Thom thanked the Professional Standards Team for their service and for being the standard bearers for our work group that can resolve problems in our work group without involving the Union or Company. Thom extended a special thanks to Michael Broadhead and Kevin McKenzie for their efforts in revamping this important Committee. Thom will have the opportunity to address the CISM Recurrent Training Class in April. Thom was the Emergency Officer-On-Call March 8-15 and fulfilled his Bylaw commitment by flying HA03 on March 11-12. Thom continued to work with the Grievance Team to assist in the Grievance and Arbitration process as well as to serve as the liaison to the Company on all Flight Attendant issues. Thom extended thanks to the Grievance Team for some great settlements in favor of our Members that achieved great results without the Arbitration process. Thom maintains an open door policy for all Executive Board, Grievance Team and Members and is proud to represent TWU Local 556.

There was discussion regarding a proposed Letter of Agreement (Sideletter) to be included in the Collective Bargaining Agreement between the Flight Attendants of Southwest Airlines and the Company pertaining to the calculation of the hours necessary to qualify for the **Family Medical Leave Act (FMLA).**

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

For the Period of February 1 – February 28 we had the following:

Vacation Days	*19.5*
Sick Days	*17.0*
Appointments	*4.0*
Other	
Total Days to cover	*36.5*
Temporary Staff Days Utilized	*3.5*

Because of the current caseload, scheduled Do Not Disturb (DND) time has been assigned to each Member of the team. This will give each Team Member a window of time each week to catch up on their work.

John Parrott reported that all Grievance Team Members, Officers and Staff were once again working a five-day workweek.

There was discussion regarding 2nd Vice President Stacy Martin's request to be excused from the last day of the February 2010 Executive Board Meeting.

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

February 22, 2010 Colleen attended the MDW Membership Meeting. It was apparent during the meeting that some of the Members in attendance get their information (or misinformation) about Meeting motions and Executive Board motives exclusively via social network forums. Therefore, Colleen would like to propose an Executive Board Blog on the TWU556.org Website as a means to instantly communicate with the entire Membership, post timely topics and address current rumors or misinformation. March 7, 2010 Colleen wrote an article for the April 2010 Unity clarifying the stowage of bags containing medication and transporting assistive devices in the personal-wheelchair compartment. During the February Executive Board Meeting with SWA Management regarding sick-call statistics, Colleen stated that it seemed Flight Attendants had to work more to equal the same monthly TFP as compared to three years ago. Curious if there was any truth to that statement; Colleen spent numerous unbilled hours transferring her actual trip sheet data from 2006 and 2009 onto spreadsheets. Although Colleen flew fewer trips in 2009, due to campaigning and being elected to serve as an Executive Board Member at Large, the data does support Colleen's statement.

***Note:** Data is based on actual trips flown at straight time Trips for Pay (TFP) and does not reflect Voluntary Junior Available (VJA), Holiday, Vacation, or Sick-Bank pay. This data is in no way meant to explain nor excuse sick leave abuse.*

2006
Total # of Trips Flown = 79
Daily Average TFP = 7.34
% of Trips with 7 TFP/day or > = 65%
Average BLK Hours/day = 6.12
Average Duty Hours/day = 8.35

2009
Total # of Trips Flown = 58
Daily Average TFP = 7.25

% of Trips with 7 TFP/day or > = 59%
Average BLK Hours/day = 5.94
Average Duty Hours/day = 8.47

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

Mark began his report by stating that he, along with OAK DEBM, Todd Gage, represented Local 556 at the California State Legislative Conference in SMF on March 7 - 10. We were able to meet our Local Assembly Man Sandre Swensen, and discuss concerns OAK Flight Attendant's have regarding the Port of Oakland. He pointed out that Mr. Gage also did a wonderful job lobbying on behalf of our brothers and sisters at American Airlines. Mark went on to state that the Quality of Service Survey is almost ready to implement. He has been working with Communications Coordinator Kyle Whiteley on creating an area on the Website for the Weekend on Call Officers to input their call backs. Further, all Scholarship information has been posted on the Website and will also be a part of a flyer for all Flight Attendant mailboxes. Mark also mentioned that he along with Scheduling Committee Chair Lisa Trafton and DAL DEBM Karen Amos met with Brendan Conlon and Claire Taitte regarding a color change for odd pairings and they were stonewalled at the table. Finally, Mark is happy to report that the Final Project Redesign Report is done and will be sent out to all Members of the Committee by the end of the week as well as published in article form in Unity Magazine. Mark attended the OAK Membership Meeting.

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

Audrey reported that Baltimore has been averaging one to two Fact Finding Meetings per week. Most have resulted in no discipline being issued, and we are still seeing a lot of Crew Members writing each other up. We have two new Leave Specialists, Colleen Barzyk and Meiling Ju. Also, one of our former Leave Specialists, Kerry Ingson, is now a Base Coordinator. This shift and hiring was due to four Inflight Staff Members leaving through Freedom '09. We also lost our bag room outside of security due to the Maryland Aviation Authority demanding that it be returned. They did not give the Base much advance notice, and Flight Attendants' bags were moved to the Supervisor's area in the Lounge. Lounge Mobilizations were conducted on February 24 and March 8, and we had our rescheduled 35th Anniversary Party in the BWI Lounge on February 27. The Base Page has been updated, and Audrey has attempted to contact all Shop Stewards. Audrey attended the 1st Membership Meeting of the year in Baltimore on February 25, along with six of our BWI Shop Stewards. Audrey would like to thank the Executive Board for their donation to assist BWI Flight Attendant Tatanisha Gupton during her illness. Base Manager Jamie Willard and Audrey Stone met on February 26 to discuss activity at the Base, and are planning to meet again the last week of March. Audrey is waiting on the Letter of Agreement regarding the Maryland Flexible Leave Act to be signed, and for SWA to put out a Memo with information to all BWI-Based Flight Attendants. She was scheduled to 1st Chair an Arbitration on March 10, but the Company offered a settlement on March 5. Audrey is also fulfilling her current duties on the Grievance Committee.

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

Karen reported that on March 8, a system-wide Lounge Mobilization was held to promote giving to our wounded soldiers, who have given their all to protect us. A donation box was decorated in red, white and blue and placed in the Dallas Lounge for contributed items to be collected and then sent to our soldiers. The Lounge Mobilization went well and flyers were place in all Members mailboxes to notify them of the donation drive for our soldiers. Karen attended five Fact Finding Meetings in Dallas. The check- in phone on the upper airport level by security and the Pilots Lounge continues to have problems/inconsistencies with the automated prompts. The phone will soon be replaced as one has been *ordered however, it is doubtful that this will correct the issue. There are now notices placed by the phone addressing check-in problems. Karen sat Weekend on Call on February 27 and 28 as well as March 5 and 6. Karen attended a Scheduling Committee meeting on Wednesday, March 10 and there was a brief discussion of possibly color-coding pairings to clarify trip departure and check-in times while bidding. Two Lounge Mobilizations were held in the Dallas Base. The Red Rack has been updated. All Union publications have been distributed. Shop Stewards have been contacted and an E-Connection has been sent. The Union Bulletin Board has been updated. On March 1 and 2 Karen flew DC88, thus fulfilling Bylaw requirements.*

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

Jimmy reported that Fact Finding Meetings are once again up in MCO. The majority of the meetings have been for possible sick leave abuse and one has resulted in termination. Jimmy reported that MCO is again adding several flights back to our schedule which should increase our flying. Jimmy reported he has an unusually high number of phone calls over the past month which included re-routes, illegal duty days, unscheduled over nights, and the rumors that Stacy Martin was removed from his position of 2nd Vice President and the Negotiating Team held back the Contract last year for over a month prior to Officer elections. Jimmy wanted to thank MCO Shop Steward Doug Clatterbuck for attending, at the last minute, a Fact Finding meeting last Thursday when Jimmy's flight was diverted to JAX and he could not attend the meeting. Jimmy reported that all publications have been distributed and the Red Rack and Glass Case are up to date.

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

Todd reported that he and BMAL Mark Torrez attended the California Labor Federation Conference where they, along with other TWU Locals, lobbied on behalf of labor, transportation, and healthcare. Todd and Mark met with Assemblyman Sandre Swanson, whose district includes the OAK Airport, and discussed the issue they have had with the Port of Oakland (their lack of security in the employee parking lot). Assemblyman Swanson agreed to talk to the Port on their behalf. Todd did a Lounge Mobilization with TWU Organizer and Southwest Flight Attendant Karla Kozak. They met with OAK Flight Attendants and discussed the urgency to help organize the Virgin America Flight Attendants. Many offered to volunteer. Todd attended the DAL Membership Meeting on February 15. The E-Connection was sent out, Glass Case updated, Red Rack organized, and Shop Stewards have been contacted.   The system-wide Lounge Mob was conducted on March 8 by Shop Steward Doreen Argyropolous. Todd met with the Base Manager and Assistant Base Manager. He addressed issues Flight Attendants have been having with a specific Inflight Supervisor. They agreed to talk to that specific Supervisor. The numbers of Fact Finding Meetings and Step Two Meetings have been remaining steady. Management is really watching the sick calls for accepted trips on Reserve. Todd did two Meetings regarding this issue. Management is using non-revenue listings and flight manifests as documentation for these Meetings. This concludes Todd's report.

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

Donna attended the first Membership Meeting of 2010 and found the Members comments and concerns interesting and informative. The Chicago Base has been more active due to recent weather events in the United States, which have caused re-routes, delays, and such. Chicago has had a few Fact Finding Meetings since last Board Meeting. Donna held a Lounge Mobilization on March 8 to kick off the collection for the Wounded Warriors who are hospitalized and recuperating at Walter Reed Medical Center. Donna approached Chicago Base Flight Attendant Management, Chicago Pilots, as well as the Chicago Customer Service group and asked them if they would like to participate in the Wounded

Warrior collection. The request was well received and will hopefully generate some much needed items for our brave Veterans. Donna sent out the E-Connection, updated the Base Page, updated the Glass Case, has been in touch with the Chicago Shop Stewards, and tidied the Red Rack.

There was discussion regarding the upcoming special printed edition of Unity Update in which Thom McDaniel had written an article addressing many of the rumors circulating amongst the Membership.

Cuyler Thompson submitted the **Civil and Human Rights and Working Women's Committee Reports** for Chairs Bryan Orozco and Cat Dusek:

On March 1 and 2, Co-Chairs Cat Dusek, Addie Crisp and Bryan Orozco of the Working Women's (WWC) and Human and Civil Rights Committees (CHRC) attended our first meeting together. We had an excellent presentation by Professor Jennifer Chacon on "Human Trafficking." There was also presentation from other women who have climbed through the corporate ladder- Senior Vice President of Customer Services at Southwest Airlines Teresa Laraba and Vice President of DFW Operations for American Airlines Marilyn DeVoe. Amy Thompson, Leave Specialist for TWU Local 555, gave a presentation on FMLA. Gwen Dunivent also gave a presentation for COPE. After the meeting on Monday, Addie and Cat met with Treasurer John Parrott and Bryan to discuss time sheets, pay and the availability to both Board Members for any assistance either will need to run the Committees. We also agreed to run both Committees together with Cat, Addie and Bryan Co-Chairing WWC and HCRC to combine resources, ideas and talents. On Tuesday Cat, Addie, Bryan came up with ideas for four potential days of Lounge Mobilizations regarding Civil and Human Rights: the 18th Amendment, Norma Ray, Cesar Chavez and either bus or garbage strikes. Cat and Addie are looking for women's shelters at which we could volunteer. Bryan has made contact with the Special Olympics in various locations. He plans to start in Las Vegas on May 6 and is looking to set dates for all Bases.

The Board **agreed** to accept Bryan Orozco's recommendation that he, Addie Crisp and Cat Dusek Co-Chair the CHRC and Working Women's Committees. The Board **agreed** that Bryan would serve as the Executive Board Liaison to both Committees.

The Board took a break at 0947 and reconvened at 1005.

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

Michael Massoni was excused to attend the Secondary Barrier Systems for Flight Deck Security Meeting.

Bryan Orozco was excused to participate in the TWU International Legislative Internship Program in Washington, DC.

John DiPippa and Stacy Martin were excused for personal reasons.

Crystal Rains was excused for vacation.

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

Here are the February stats for CISM. We had a total of forty-four calls reported to the CISM hotline. Here is the breakdown:

Assault on Employee	*2*
Confidential Issue	*1*
Death on Board	*1*
Declared Emergency	*1*
F/A Hospitalization	*2*
F/A Illness on RON	*1*
F/A Personal Issue	*1*
Injury	*2*
Jump seat Intervention	*11*
Lightning Strike	*1*
Medical Emergency	*13*
Non Work Related	*1*
Other	*2*
RON	*2*
Substance Abuse	*1*
Suicide Attempted	*2*
Total:	***44***

Eileen reported that she had a new CISM Member training class March 9-10. Twenty new Members were added to the CISM Committee. She will be conducting CISM annual Recurrent Training April 13-14.

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

Scheduling Committee Chair Lisa Trafton reported that the Committee met on February 25 to write Primary Lines and again on March 10 to write Vacation Relief (VR) Lines. She used seven Committee Members to write the lines this month. Similar to last month, the biggest challenge they faced is getting the lines to pay at least 80.00 Trips for Pay (TFP). This is especially hard when writing VR lines. Lisa also reported that line averages have gone up again (88 TFP) and will continue to go up along with the schedule changes coming in May. She also noted that there are three additional schedule changes coming in May so lines will probably not be very pretty. Lisa stated that she met with Brendan Conlon on March 10 to discuss when the color changes will take effect on the lines. She was joined by her liaison's on the Executive Board (EB), Karen Amos and (via Conference Call) Mark Torrez. Finally, Lisa asked the EB if there were any outstanding concerns from Flight Attendant's regarding the building of lines. She would like to once again invite the Executive Board to come to watch Primary or Secondary Line Building if anyone would like to see the process. She is scheduling space in Planning for the Executive Board in April during Boards.

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

Meetings Attended:
HASC (Health and Safety Committee)
ASAP Meeting

Contacted Flight Attendants injured or involved in an ENS item:
3 contacted due to injuries caused by evasive maneuver (calling F/A's weekly)
3 contacted due to a pressurization problem causing the masks to drop
1 contacted due to ASHDI Report to file

Articles/Research

Continued Research on Air Quality
Continued Monitoring of the H1N1 pandemic
Continued Research on SWA proposed ASAP Program
Continuing Preparation for 2010 Safety Fairs
Continued Communication with F/A regarding Support Hose for Flight Attendants

Follow-up Issues
Ask the Source Questions regarding Personal Injury Notes
Follow-up with Flight Attendant that had needle stick
Continuing Phone Calls to Flight Attendants involved in Evasive Maneuver
Questions about Pet Allergy situations

Scheduled Meetings in March
HASC (Health and Safety Committee)
CISM Training
ASAP Meeting

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

Audrey reported that she worked with Communication Coordinator Kyle Whiteley to film the first two Contract Education videos. We are calling them Contract Live, and Kyle plans to have the videos on the website in April. We also plan to have a new Contract Pop Quiz, highlighting some of the newer Collective Bargaining Agreement (CBA) language, online within the next month. Audrey is working on examples and visuals for the Resource Guide and it will be going out for review soon. An email update will be sent to all Flight Attendants who had expressed interest in the Education Committee, updating them on the progress of projects. It will also be explained to those who had requested to be a part of Contract classes that based on the TWU Survey, currently there isn't enough Flight Attendant interest to justify the expense of hosting classes in each base, but we will continue to monitor this in the future. We have taken the direction of utilizing online resources so that Flight Attendants may access the information anytime, from anywhere.

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

Total number of calls received	*25*
Number of calls transitioned into case work	*23*
Number of calls not transitioned into case work	*2*
1) Not within the scope of Committee	
2) Management already involved	
Number of calls for issues not covered under Professional Standards	*1*
1) Hostile work environment/SWA Policy	
Number of cases resolved favorably	*22*
Number of cases not resolved favorably	*1*
Number of cases involving Pilots	*5*

Colleen Griffin and the Executive Board recognized the excellent work of **Communications Coordinator Kyle Whiteley** and his seemingly unending improvement of ways to better communicate with the Members of Local 556.

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

Cuyler reported that he continued to author the monthly Shop Steward Connection, sent via email to the Shop Stewards of Local 556. He reported that a Shop Steward had not returned his telephone calls but that they had emailed him a terse explanation of what they believed to be the nature of his calls.

The Executive Board **agreed** that this Shop Steward would not be contacted to represent Flight Attendants in Fact Finding Meetings until they had been re-trained and/or reminded by one of the Co-Chairs of the Shop Steward Committee regarding the duties and expectations of Local 556 Shop Stewards. The Board **agreed** that their DEBM could continue to utilize the Shop Steward in other capacities, thus enabling them to repay the TFP owed by them to the Local. Cuyler **agreed** to notify the Shop Steward.

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

The Executive Board **agreed** to post all of the Union Scholarships available to our Members on the Local's Website.

The Board discussed why a report from the **Flight Attendant Assistance Program** was necessary.

Mark Torrez discussed the progress on the **Quality of Service Survey Project**.

The Executive Board discussed a Flight Attendant Census as the Local 556 Membership Survey as required by the Bylaws.

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

Todd reported that he attended the quarterly TWU Veterans Committee meeting in Miami, Florida. Thom Lee, the Committee Chair, provided him with lots of information regarding Veteran's benefits, contacts and procedures. TWU 556 now has a guide on handling Veterans issues and can better serve their Veterans in the Local. Todd met with Contract and Leave Coordinator Denny Sebesta and went over all the new information for Veterans so she can assist Members when Todd is not available. TWU556.org now has a page for the Veterans Committee. The page has important links and will be updated as new information comes up regarding Veterans. Project Wounded Warrior will come to an end on March 20. Todd would like to thank all those who donated to the cause. The items will be delivered on March 24 and 25 to the wounded Veterans at the Walter Reed Medical Center. A special thanks to the TWU California Conference for their generous donation of $500. The next quarterly TWU Veterans Committee meeting will be hosted by Local 556. Todd would like to thank the Local for offering to have the meeting.

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

Donna reported that there has been no meeting since the last Board Meeting. Donna has been in contact with Debbie Neel and Larry Parrigin concerning questions Flight Attendants have about the SWA recycling effort and materials that are to be recycled.

The Executive Board **agreed** that IT Coordinator Michael Massoni would add properties to the Local's Shared Microsoft Outlook Calendar so that the Domicile Executive Board Members could post the dates of their Lounge Mobilizations, thus allowing Grievance Team Members to utilize them for Fact Finding Meetings.

The Board **agreed** to table a discussion regarding the 35th Anniversary Pins until Communications Coordinator Kyle Whiteley could be present at the Meeting.

Cuyler Thompson submitted the **March 10, 2010 Conference Call Meeting Synopsis** for review.

Todd Gage made a **motion** to approve the March 10, 2010 Conference Call Meeting Synopsis. Colleen Griffin **seconded** the motion. The motion **carried**.

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

The Board reviewed and made corrections to the Minutes.

There was more discussion regarding 2nd Vice President Stacy Martin's request to be excused from the last day of the February 2010 Executive Board Meeting.

The Board went to lunch at 1219 and returned at 1400.

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

Michael Massoni was excused to attend the Secondary Barrier Systems for Flight Deck Security Meeting.

Bryan Orozco was excused to participate in the TWU International Legislative Internship Program in Washington, DC.

Crystal Rains was excused for vacation.

Stacy Martin was excused for personal reasons.

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

> *John had to start his report on a sad note. He informed the Board that PHX Flight Attendant David Mosley recently passed away. John mentioned that he met David once, and was thinking about his passing the other day and was reminded how precious life is. As far as other Base news goes, John informed the Board that there have been a few items that have came up about parking and John mentioned that he addressed this in the most recent E-Connection dated March 1. John also mentioned that Steve (the Base Manager) told him that they are conducting interviews for a Supervisor 2 position. In regards to Fact Finding Meetings, PHX has not had very many as of late and updated the Board that Shop Stewards Anne Barnes and Della Saucier are fully trained and Della did a meeting by herself the other day. As far as these two newly trained Shop Stewards go, John informed the Board that he is going to make sure that they have numerous opportunities to "get their feet wet" so to speak. As far as Lounge Mobs are concerned, Shop Steward Kathleen Gregory kicked off the "Warriors Project" on March 8 and John will be in the Lounge for a couple of days after he gets back from Boards to wrap up the "Warriors Project" and answer any other questions the Membership may have. Finally, John has communicated with his Shop Stewards and the Red Rack and Glass Case are up to date and a March E-Connection will be out within a week or so.*

The Board discussed current issues with the Inflight Provisioning Department.

There was more discussion regarding 2nd Vice President Stacy Martin's request to be excused from the last day of the February 2010 Executive Board Meeting. The Board **agreed** that Thom would contact Stacy Martin to tell him that the Executive Board would like to discuss his absence via Conference Call.

Cuyler Thompson submitted the **1st Membership Meeting Minutes 2010** for review. The Board reviewed and made corrections to the Minutes.

Thom McDaniel left the Meeting at 1436.

John Parrott chaired the Meeting.

Thom McDaniel returned to the Meeting at 1439.

The Board continued to review the Minutes.

The Executive Board **agreed** that Cuyler Thompson could post on the Local's Website the DRAFT Minutes of the 1st Membership Meeting of 2010 even though the 2nd Membership Meeting of 2010 had not yet been scheduled.

The Board **agreed** that since Executive Board Meeting Synopses were now posted on the Local's Website upon approval, it was not necessary for the Recording Secretary to submit paper copies of Executive Board Meeting Synopses during Membership Meetings.

The Board discussed the idea of establishing an endowment to fund future Local 556 Scholarships and **agreed** that it was too expensive at this time.

Colleen Griffin discussed with the Executive Board the idea of hosting an Executive Board Blog on the Local 556 Website. The Board **agreed** to postpone the discussion until later in the Meeting when Kyle Whiteley was scheduled to be present.

The Board **agreed** to post the most current Local 556 LM2 Report, a public document submitted annually to the US Department of Labor, on the Local 556 Website.

The Board discussed the Local's current policy for pulling trips for Flight Attendants to do Union work.

John DiPippa made a **motion** to put in the Policies and Procedures Manual that it will be the policy and procedure of Local 556 to not pull trips for Members or Officers to attend a Union business function if it is known by the Treasurer that the Members or Officers in question acquired said trip(s) after the Union business function was announced. Colleen Griffin seconded the **motion**.

Cuyler Thompson made a **motion** to amend the motion on the floor by adding verbiage after the words, "Policies and Procedures Manual," and before the words, "that it will be," to read "language that reflects." Todd Gage **seconded** the motion. The motion **carried**.

The motion, to put in the Policies and Procedures Manual language that reflects that it will be the policy and procedure of Local 556 to not pull trips for Members or Officers to attend a Union business function if it is known by the Treasurer that the Members or Officers in question acquired said trip(s) after the Union business function was announced, **carried**.

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

Thom McDaniel left the Meeting at 1534.

John Parrott chaired the Meeting.

Thom McDaniel returned at 1538.

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

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

Thom McDaniel recessed the Meeting at 1656.

Wednesday

March 17, 2010

Thom McDaniel called the Meeting to order at 0830.

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

Bryan Orozco was excused to participate in the TWU International Legislative Internship Program in Washington, DC.

Stacy Martin was excused for personal reasons.

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

Local 556 Grievance Chair Allyson Parker-Lauck was a guest at the Meeting to discuss the **Grievance Committee Report**:

> *Allyson Parker-Lauck reported that as of March 12, 2010, the Union has 184 Grievances on File: 22 Termination Grievances, 57 Non-Termination Discipline Grievances, 15 Group Grievances, and 90 Individual Contract Grievances. The call volume at the Union Office has slowed to more normal levels, but the influx of new Grievances has not. Last week alone 13 new Grievances were filed.*
>
> *As of the March 12, 2010 Grievance Report, our 2010 year to date statistics are as follows:*

New Grievances Filed:	*81*
Grievances Withdrawn Without Prejudice:	*33*
Grievances Settled:	*25*
Arbitration/BOA Decisions – Union Award:	*1*
Arbitration/BOA Decisions – Company Award:	*2*
Arbitration/BOA Decisions – Split Award:	*1*
Other:	*5*
January 1, 2010 Total Grievances:	*170*
Current Total Grievances:	*184*
Year to Date Net Gain/Loss:	*+14*

Since the last meeting of the Executive Board, we have received one Arbitration decision, which resulted in a Flight Attendant being returned to work. Two other cases were slated for Arbitration, but the Company offered settlements that were agreeable to the Flight Attendants. We will be proceeding to Arbitration on two more Termination cases and should have dates confirmed in the next couple of weeks. Lyn Montgomery will be presenting one case and Allyson Parker-Lauck the other. We have three cases scheduled to go to Board of Adjustment April 20 and 22. Brandon Hillhouse, Crystal Rains, and Audrey Stone will be presenting these Board of Adjustment hearings. The next Grievance Meeting with the Company is scheduled for Tuesday, March 23. We hope to achieve several settlements.

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

Colleen Griffin made a **motion** to proceed on five Grievances per the recommendation of the Grievance Review Committee. Michael Massoni **seconded** the motion. The motion **carried**.

Michael Massoni made a **motion** not to proceed on ten Grievances as per the recommendation of the Grievance Review Committee. John Parrott **seconded** the motion. The motion **carried**.

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

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

Todd Gage made a **motion** to revisit a Group Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

Grievance Team Member Catherine Rea entered the Meeting at 0923 to discuss the merits of a Grievance.

The Board spoke with a Grievant via Conference Call at 0943 regarding the merits of the Grievance.

The Conference Call ended at 1002.

Catherine Rea was excused at 1004.

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

The Board took a break at 1007 and reconvened at 1025.

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

Colleen Griffin was excused at 1030 to attend to computer issues.

Bryan Orozco was excused to participate in the TWU International Legislative Internship Program in Washington, DC.

Stacy Martin was excused for personal reasons.

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

Southwest Airlines Management Representatives Brendan Conlon and Sonya Lacore entered the Meeting at 1033.

> *Brendan Conlon submitted copies of a Sick Leave and Productivity Review compiled for the Local 556 Executive Board. Brendan noted that the Review contained information on the Sick Leave and Productivity of other domestic airlines. He explained that Southwest Airlines Management had agreed not to share the names of the other airlines.*

Colleen Griffin returned to the Meeting at 1037.

> *Brendan explained that the Review made such comparisons as the number of block hours and block hours to trip credit ratios per active Flight Attendant, synthetic and soft pay, average TFP and sick leave per day, etc. Brendan Conlon reported that ninety Flight Attendants might be **Force-Based** in the coming months as Inflight Management reacts to the changes in the Southwest Airlines Flight Schedule. He noted that the **Right of Return** Contract Language was in effect. He noted that the Dallas and Orlando Domiciles would each lose twenty Flight Attendants and that Las Vegas would gain forty. He reported that he did not expect the Flight Schedules to shift back until after the summer travel season was over. In response to a question from Thom McDaniel, there was discussion regarding conversations with Flight Attendants, initiated by Inflight Base Management, when Management believed that a Flight Attendant demonstrated a pattern of calling in sick while sitting Reserve. Sonia reported that these conversations were not being recorded in Flight Attendants' Discussion Logs. Thom asked if it was an automatic trigger for such a conversation when a Flight Attendant called in sick after being assigned a Pairing (SLA) because such situations had been reported to him. Sonia Lacore stated that an SLA would not automatically trigger a Fact Finding Meeting. Sonia reported that she knew that Inflight Management had owed the Executive Board an explanation of anticipated changes to the **Unaccompanied Minor (UM) Procedures** for some time. She noted that the changes would include the "A" Flight Attendant walking the UM up the jetway to meet the parents and the "C" Flight Attendant remaining at the front of the aircraft until deplaning was complete, or the "A" Flight Attendant returns to the aircraft. Sonia reported that the Operations (Ops) Agent would page those parents/ guardians meeting UMs to come forward in the gate area before an inbound flight arrived at the gate. If someone did not come forward to meet the UM, the Ops Agent would page a Sweeper to take the UM at that time. She went on to say that when the Ops Agent opened the door, the Flight Attendant would be told if a parent/guardian or a Sweeper would be taking custody of the UM. Sonia stated that the deplaning would be completed but that "Operations" to turn the plane would stop until someone accepted custody of the UM from the "A" Flight Attendant. Sonia stated that the changes in UM Procedures would take effect on May 18 with a change to the Flight Attendant Manual. She noted that Inflight Management would have UM Change Procedure "educators" in the Flight Attendant Lounges April 1-21 and May 5-18. She noted that there would also be a required video for the Flight Attendants to watch. Michael Massoni asked if the FAA had been consulted regarding the change in UM Procedures as it applied to the Minimum Crew Requirements. Sonia Lacore did not know but stated that she would find out. Michael Massoni noted that there were many inconsistencies between Flight Attendant Procedures and Ops Procedures and noted that it was difficult even to get a Specials Report from them. Sonia reported that the Flight Attendants and Ops Agents would receive the same training and information. Sonia*

stated that, "I hate to say demanding, but we are demanding that we get a Specials Report on each and every flight whether there are specials or not." Cuyler Thompson restated and clarified with Sonia the new UM Procedures and noted that there would be a push from the Ops Agent to begin boarding before the Flight Attendants had tidied the aircraft. He reported that there was a problem with the lack of a "Boarding Chime" and non-communication from Ops Agents regarding when boarding is to commence, as has been reported ad nauseum on the Inflight Virtual Roundtable. Sonia admitted that there had been numerous conversations about the problem. Michael Massoni again expressed his fears that the Southwest Airlines ***Minimum Crew Exemption*** *could be placed in jeopardy if this change in procedure did not work. Sonia stated that there would be a lot of communication with everyone and that Inflight Management was, "equally concerned with getting it right." Thom McDaniel reported that there had been several Grievances filed recently because Flight Attendants seemed to be taking the brunt of the discipline issued after UM Procedures were not followed. Thom asked that Inflight Management remove all of the discipline from Flight Attendants' Personnel Files that was issued during the time that the UM Procedures were ineffectual. Sonia reported that Ops Agents had been disciplined as well. Cuyler Thompson submitted copies of a chart and graph, which illustrated the fact that on his recent six-day block of flying, he received Specials Reports on only 61% of his flights. Brendan stated that Management's goal was 100%. Cuyler Thompson asked if Flight Attendants not receiving* ***Specials Reports*** *was a Safety issue; without a Specials Report, Crewmembers may not know about blind, deaf or disabled Customers or UMs on the aircraft. Mark Torrez discussed the Every Swipe Matters campaign and "comp percentages". Mark delivered the coupons he received during his recent Pairing, some of which were more than seventeen years old. There was discussion regarding the fact that Flight Attendants were being contacted regarding their comp/coupon percentages. Sonia stated that Management had discontinued those conversations right now because the discussions were supposed to be about comps, but that it turned into something else. She said that she was unaware of any such conversations that were documented in a Flight Attendant's Personnel File. Audrey Stone related her conversations with Henry Townsend regarding the Chicago Inflight Base Supervisors documenting these conversations in the Discussion Logs of Flight Attendants. Sonia agreed to look into it. Brendan noted that there was an effort underway to get rid of the* ***Drink Coupons****. "We've stopped selling them at the counters." He noted that Southwest Airlines needed to get the coupons out of circulation and was researching other ways to reward our Customers. Mark Torrez asked about the fact that Monster Energy Drinks could no longer be purchased with Drink Coupons. Brendan stated that, "We're losing our tail on Monster." Todd Gage asked Brendan to change the Crew Web Access (CWA) Program to automatically remove the Pink Bar of an accepted Jetway Trade when the original Flight Attendant gives away or trades their Pairing. Cuyler Thompson asked Brendan to change the CWA Program so that Check-In Confirmation Numbers would be emailed to the Flight Attendants' WNCO email addresses like Bid Confirmation Numbers. Crystal Rains again asked about the Reserve Blocks still being allowed to be submitted to CWA Trip Trade/Giveaway in un-chronological order. Brendan stated that this problem would be fixed on the May 1 update of CWA. Colleen Griffin submitted a chart detailing for Inflight Management the decrease in TFP received by her between 2006 vs. 2009 and explained that she had to fly more days to earn the same amount of TFP, year over year. Karen Amos discussed problems with the Check-In Phones. Brendan and Sonia stated that they were unaware of any problems. Michael Massoni reported that Ground Ops Agents were not hooking up the ground air services to the aircraft when at the gate and that the aircraft had recently been very hot, considering the change in seasons. Sonia agreed to pass that on. Karen Amos asked if Ron Freer could add the Contractual Black Out Dates for the Personal Illness Note (PIN) to the Pin Submission Form.*

The Southwest Airlines Management Representatives were excused at 1154.

Allyson Parker-Lauck entered the Meeting at 1157 to discuss the merits of a Grievance.

John DiPippa was excused at 1158 to attend to computer issues.

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

Todd Gage made a **motion** to proceed on a Grievance. Donna Keith **seconded** the motion. The motion **carried**.

John DiPippa returned to the Meeting at 1224.

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

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

The Board went to lunch at 1227 during which the **Quarterly Executive Board/Office Staff/Grievance Team Meeting/Luncheon** was held. The Executive Board Meeting reconvened at 1400.

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

Bryan Orozco was excused to participate in the TWU International Legislative Internship Program in Washington, DC.

Stacy Martin was excused for personal reasons.

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

Todd Gage and Mark Torrez discussed the Local's participation in and the importance of helping TWU International to organize other Low Cost Carrier (LCC) Flight Attendants to form Unions. The Executive Board recognized the hard work and dedication of BWI Flight Attendant and International Organizer Karla Kozak. Todd Gage submitted Karla's **TWU Organizing Report:**

> *Thanks to the following Members for listing yourself as Volunteer Member Organizers to assist with Virgin America (VX) and jetBlue (B6) Organizing Campaigns:*
>
> *TWU Local 556 Executive Board, Heather Joy-OAK, Doreen Argyropoulos-OAK, Helen Holland-OAK, Matt Hettich-OAK, Mark Torrez-OAK, Pam Ball-OAK, Holly Blankenship-Imamovic-OAK, Greg Hoffer-OAK, Arlinda Kim-OAK, Denna Kopp-OAK, Vanessa Benavides-OAK, Kathryn Hegtvedt-OAK, Bill Holcomb-OAK, Patty Gonzalez-OAK, Jill Silver-OAK, Eric Sturges-OAK, Michael Broadhead-PHX, Bill Bernal-PHX, Reese Alexander-PHX, Kyle Whiteley-MDW, Ray Ward-MDW, Eric Schwenk-MDW, Kristen Gardner-BWI, Bryan Gardner-BWI, Jennifer Riggins-BWI, Matt Dunn-BWI, Chris Kuchnicki-BWI, Portia Reddick-White-BWI, Dayna Biever-BWI, Mary Longobardi-BWI, Susan Kern-MCO, Tony Daniel-LAS, Brett Navarez-LAS and Gwen Dunivent-DAL.*
>
> *B6 Update: TWU International Organizers are assisting Flight Attendants in all Domiciles in building committees that will move their campaign forward. While outstation Domiciles have good support for TWU, JFK is their largest Base and is the least active. We continue to build.*

VX Update: TWU International Organizers are assisting Flight Attendants in all Domiciles. We have committees throughout the VX system, and the campaign will be launched March 24 (public announcement). VX Management's anti-union campaign: "I think that Virgin America teammates can do more for themselves working with us directly as a team than by paying a third party that represents our competitors' employees", Doreen Lawrence-Director of Inflight.

TWU International Organizing asks for the next thirty days:

> *1. OAK: Organizing invites OAK Members who can volunteer their time to drop by the TWU Local 505 Union Hall in Burlingame: Speak with VX Flight Attendants (9am-9pm, 7 days a week). We have a shuttle service from OAK and SFO. Please contact Karla Kozak kkozak@twu.org.*
>
> *2. OAK: Organizing invites 556 Executive Board and Members to attend the VX Campaign Launch Party 3/24 (7-10pm in Burlingame). On March 24, VX Flight Attendants will be featured on a commercial spot, announcing their TWU organizing campaign, during the premiere of the reality series, "Fly Girls." This will be a watch and launch party!*
>
> *3. MCO: MCO Members please reach out to B6 when you can (MCO hosts a B6 Domicile).*
>
> *4. All Domiciles: please reach out to VX and B6 Flight Attendants whenever possible in your travels: on the ground, in the air, and via Facebook.*

The TWU International Organizing Department appreciates the continued support of Local 556.

Allyson Parker-Lauck entered the Meeting at 1405 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1422.

The Grievant was excused at 1434.

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

Contract and Leave Coordinator Denny Sebesta entered the Meeting at 1444 to discuss the merits of a Grievance.

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

Denny Sebesta was excused at 1450.

Lyn Montgomery entered the Meeting at 1451.

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

Cuyler Thompson recused himself from the Meeting at 1455.

Audrey Stone recorded the Minutes of the Meeting.

There was discussion about a Grievance.

Todd Gage made a **motion** to proceed on a Grievance. Jimmy West **seconded** the motion.

There was more discussion.

John DiPippa made a **motion** to conduct a Roll Call Vote on the Grievance. Jimmy West **seconded** the motion.

Thom McDaniel ruled the motion out of order because we do not publish any Grievance information due to confidentiality reasons.

Discussion continued.

The motion on the floor **did not carry**.

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

Lyn Montgomery was excused at 1536.

Cuyler Thompson returned to the Meeting at 1538.

The Board discussed a Grievance pertaining to the way that Inflight Planning builds Pairings.

Allyson Parker-Lauck was excused at 1555.

Thom McDaniel left the Meeting at 1558.

Michael Massoni chaired the Meeting.

Discussion continued.

Thom McDaniel returned to the Meeting at 1602.

Karen Amos and Mark Torrez **agreed** to discuss the Grievance with Scheduling Committee Chair Lisa Trafton and then to discuss the matter further with the Executive Board at their next Meeting.

The Board spoke with 2nd Vice President Stacy Martin via Conference Call at 1608 regarding his request to be excused from the last day of the February 2010 Executive Board Meeting.

The Conference Call ended at 1638.

There was more discussion regarding 2nd Vice President Stacy Martin's request to be excused from the last day of the February 2010 Executive Board Meeting.

The Board discussed accepted procedures for making Executive Board decisions via email. The Board **agreed** that Board Members must respond to such emailed requests with a "yea" or "nay" vote in order for their votes to be counted.

Thom McDaniel left the Meeting at 1708.

Michael Massoni chaired the Meeting.

Local Communication Coordinator Kyle Whiteley entered the Meeting at 1710 to discuss the **Communications Committee Report**:

> *I have been very busy over the past month as your Communications Chair, working hard for our Flight Attendants. During this time, we have pulled together a printed Unity Update, completed testing for our new program, "The Lists," which launches March 15, and we are currently preparing the April issue of Unity. Furthermore, I have assisted in the jetBlue and Virgin America organizing efforts. Various E-Connection newsletters were sent to all Crew Bases over the last several weeks, and an email edition of Unity Update was published on February 24. I am currently attending the South by Southwest (SXSW) technology conference in Austin, Texas. This experience has been a fantastic learning experience, and I have identified several issues that we need to address with our current Web site and email publications. The first two episodes of "Contract Live," a new video Contract education program, have been recorded. I will begin editing and creating the test video once Unity is at the printer. Our next TWU TV Live Broadcast will be on March 17, with the April broadcast scheduled for the fifteenth of that month. I have been in discussions with Captain Chris Perkins regarding a possible iPhone app that would be available for our Flight Attendants, most likely in the $2.49 to $2.99 price range. We will also be looking to create similar version for other phone systems.*

Colleen Griffin and the Executive Board recognized the excellent work of Communications Coordinator Kyle Whiteley and his seemingly unending improvement of ways to better communicate with the Members of Local 556.

Colleen Griffin discussed with Kyle Whiteley the idea of hosting an Executive Board Blog on the Local 556 Website. There was discussion.

Thom McDaniel returned to the Meeting at 1724.

There was discussion regarding a proposal to offer a **Local 556 iPhone Application** for Flight Attendants, which would enable them, among other things, to access their Contract with their iPhone.

Kyle Whiteley was excused at 1731.

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

> *Crystal began her report stating that the HOU Base has had one administrative change in the last month. Becky Green resigned her position as Inflight Supervisor. There are no plans to fill this position at this time. She mentioned that the Base has had several Fact Finding and Step Two Meetings in recent weeks stemming from attendance and alleged Work in Conduct violations (letters from Passengers). Several forms of discipline have been issued in these cases; however Crystal is excited to report that HOU has had one Flight Attendant returned to duty after termination. Crystal goes on to report that the lines at the Security Checkpoint continue to be very long and slow moving and the Employee line is no exception. As construction in the HOU Hobby Airport continues, no major changes in Airport procedure or facility can be noted. On February 19, HOU held the 1st Membership Meeting of 2010 with 22 Members in attendance including five Executive Board Members and five HOU Shop Stewards. In the last several months, Crystal has served on four termination Arbitration teams and one Board of Adjustment team. She is thrilled to report that so far two of the Grievants have been returned to work and one Grievant reached a settlement with the Company. Crystal looks forward to the opportunity to assist on the behalf of many more Members in the future. Crystal ends her report by stating that*

communication between her and HOU Base Manager, Kevin Clark is ongoing. So far, one Lounge Mobilization was conducted in HOU on March 10 with one more scheduled later in the month. She reports that she sent out an E-Connection on March 17 and the Red Rack and Glass Case are up to date.

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

Crystal Rains, Uniform Steering Committee (USC) Interim Chairperson reported the following: On February 24, the USC convened to discuss the feedback received following the Wear Test period for the proposed Uniform dress. The feedback was overwhelmingly negative. The USC has collectively decided not to proceed with the current dress prototype. Additionally the USC decided to fast track production on a new "un-tucked" version of our current Uniform shirt. Originally, a different prototype was presented by Cintas to the USC and that prototype was found not to be conducive to our workgroups overall needs. The new un-tucked shirt will be similar to our current style shirt, however it will be shorter with 1 ½ inch slits on either side. In an effort to expedite production two versions of the un-tucked shirt will be offered: white in long sleeve and blue in short sleeve. I have a sample to show the Executive Board and pictures will be made available. The turn-around time for this new un-tucked shirt is six weeks depending on how smooth the production process perpetuates. The former "Systems" Parka will now be called the "Metro" Parka. It will be all navy with black accents and it is completely water resistant. The detachable fleece inside the Metro Parka has been upgraded in quality and feedback suggests it will be a hit this winter. The new Zip-Up Sweater will be available for ordering at the end of August for the 2010 winter months. We hoped it would be available sooner but the USC made some upgrades in its quality and color, which pushed the production rollout date back. Other sweaters, which were backordered, are now available and you should already be receiving those. The new sweaters (including the Zip Up) do not have the banding around the wrists or waist; this may make it seem larger so you might want to order one size smaller than normal. The colors of the new sweaters are a closer match to the new wool pants. In the next several months, a Uniform Sub-Committee will be assembled with 100% Customer Contact Employees. This Committee will be charged with taking the direction of the Uniform, as laid out by the USC, and present ideas and suggestions as well as serve as wear testers for an ALL NEW UNIFORM to be rolled out in 2012. No other major changes can be noted at this time. I am happy to report that the Company does understand that our Flight Attendants are willing to pay a little more for a better quality Uniform as revealed in the sales of the new Uniform pants. It is the Company's goal and that of the USC to provide a quality uniform that looks good on all body types and genders; and that continues to be my focus for upcoming changes. I continue to correspond with Flight Attendants through email and telephone daily. I am in the process of completely re-doing the Uniform Web page on the TWU 556 Website. The top three items of interest in the discussions I have had with our Local Members include: A dress; a skirt option and another outerwear option (pea coat/short trench). Items of interest that I will be presenting to the USC on behalf of the Flight Attendants whom I have conversed with include: another outerwear option; neck and sleeve specific sized shirts for men; size zero new pant for women; better quality material for all current pieces; dress/skirt option; new gender specific belt and to revisit the ban on patent leather shoes. I am very pleased to report to the Board that although initially I was hesitant as to the dynamics of the USC, the Members of the Committee have been VERY receptive to my ideas, suggestions and concerns as an actual Uniform wearing employee. I will continue to respect the Members and with the Board's backing, I will demand the same respect reciprocally. I thank the Domicile Executive Board Member's for promulgating all information that I have provided to them and for always respecting time sensitive information regarding changes and new information. I love hearing from the Board and Flight Attendants regarding Uniform, so if you or any TWU 556 Member have any questions, concerns, ideas or suggestions please feel free to email me anytime at uniforms@twu556.org and please visit the Uniform page on the Union website for up to date Uniform information. Thank you for allowing me to serve as the Interim Chair for the Uniform Steering Committee.

John Parrott made a **motion** to recess. Donna Keith **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1740.

Thursday

March 18, 2010

Thom McDaniel called the Meeting to order at 0830.

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

Bryan Orozco was excused to participate in the TWU International Legislative Internship Program in Washington, DC.

Crystal Rains was excused for vacation.

Stacy Martin was excused for personal reasons.

Michael Massoni was absent.

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

There was discussion.

Thom McDaniel left the Meeting at 0836.

John Parrott chaired the Meeting.

Michael Massoni entered the Meeting at 0837.

John DiPippa made a **motion** to approve the February 2010 Local 556 Financial Report. Todd Gage **seconded** the motion. The motion **carried**.

John Parrott reported that he had orchestrated the Local's move from its contracted storage unit, saving the Local approximately $3000 per year.

John Parrott reported that he had renegotiated the Local's contract with the document-shredding company, saving the Local approximately 35 percent year over year.

Michael Massoni and John Parrott reported that they had made the decision to leave the Local's current landline telephone and connectivity provider, AT&T, for XO Communications, saving the Local approximately $1,000 per month. There was discussion regarding the fact that AT&T was a Unionized carrier and that given a choice, the Local should utilize the services of Unionized workers. Michael Massoni and John Parrott **agreed** to report to the Executive Board whether or not XO Communications employed a Unionized workforce.

Mark Torrez made a **motion** to pay the Special Assessment fee of $120 to the Alameda Labor Council. Audrey Stone **seconded** the motion. The motion **carried**.

Thom McDaniel submitted one piece of correspondence.

Michael Massoni made a **motion** to purchase a one-half page, tax-deductable advertisement in the Boy Scouts of America, Brooklyn Council Women's Achievement Awards Journal in honor of Portia Reddick-White, for the amount of $250. Mark Torrez **seconded** the motion. The motion **carried**.

Thom McDaniel **agreed** to contact Communications Chair Kyle Whiteley for help with the advertisement.

Cuyler Thompson was asked to excuse himself from the Meeting at 0902 so that the Executive Board could discuss charges brought against him by a Member of the Local.

Audrey Stone recorded the Minutes of the Meeting.

Thom read and distributed charges brought forth against an Executive Board Member by Chris Click.

Thom read and distributed Constitutional Bylaw Article XIX.

Thom asked if everyone understood charges and gave an account of the events and background leading up to the event.

There was discussion about charges.

John Parrott made a **motion** to dismiss the charges as they are before the Board improperly. Mark Torrez **seconded** the motion. The motion **carried**.

Audrey Stone recused herself from the Meeting at 0944 so that the Executive Board could discuss charges brought against her and Cuyler Thompson by a Member of the Local.

Donna Keith recorded the Minutes of the Meeting.

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

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Mark Torrez, Colleen Griffin, Todd Gage, John DiPippa, Karen Amos, Jimmy West and Donna Keith.

Bryan Orozco was excused to participate in the TWU International Legislative Internship Program in Washington, DC.

Crystal Rains was excused for vacation.

Stacy Martin was excused for personal reasons.

Audrey Stone and Cuyler Thompson were excused from the Meeting while the Executive Board discussed charges made against them by a Member.

Thom read and distributed charges brought forth against Executive Board Members by Chris Click.

There was discussion.

Michael Massoni made a **motion** to dismiss the charges as they are before the Board improperly. Todd Gage **seconded** the motion. The motion **carried**.

Cuyler Thompson returned to the Meeting at 1016.

Allyson Parker-Lauck entered the Meeting at 1016 to discuss a Grievance.

Mark Torrez made a **motion** to revisit a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

Audrey Stone returned to the Meeting at 1019.

Michael Massoni made a **motion** to proceed on a Grievance. Karen Amos **seconded** the motion. The motion **carried**.

There was discussion regarding a terminated Flight Attendant and their lawsuit against the Local.

Allyson Parker-Lauck was excused at 1031.

There was discussion regarding the fact that many Executive Board Members had previously scheduled commitments that conflicted with the May Executive Board Meeting.

Jimmy West made a **motion** that the Executive Board not meet for Executive Board Meetings in May 2010. John Parrott **seconded** the motion. The motion **carried**.

There was discussion regarding the fact that the Grievance Committee had already spent the monies allocated in the 2009-2010 Budget for their education and training. The Board **agreed** that Executive Board Members and/or Grievance Team Members that wanted to attend Arbitration Training at the National Labor College should first serve as the 3rd Chair during an Arbitration before attending the Training.

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

John Parrott **agreed** to ask Michael Massoni to show the Executive Board, at their next Meeting, the new method by which the Local Grievance Team/Office Staff would know when a Domicile Executive Board Member was conducting a Lounge Mobilization in a Base and thus available to represent a Member in a Fact Finding Meeting.

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

Mark Torrez **agreed** to contact Communications Committee Chair Kyle Whiteley regarding the content of a one-half-page flyer to be distributed to the Flight Attendant Mailboxes regarding the Expanded Customer Service Project, etc.

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

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

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 = 1

Report	*Acceptance Deadline*
ASHDI 1711 (AVIATION SAFETY/SECURITY)	*Wed 4/21/2010*

ASHDI Incident Reports received to date:
All Sponsor Unions / TWU = 3985+ / 266

- *Accepted Reports to date (TWU) =182*
- *See Attached Detail*

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

- *02/15/10 through 03/12/10 = 94*
- *Emergencies Declared = 15*
- *All OF 2010 to Date = 198*
- *ALL OF 2009 = 1210*
- *ALL OF 2008 = 940*

The Occupational Safety and Health Administration (OSHA) held a public meeting on March 4, 2010 titled: "OSHA Listens" to solicit comments and suggestions from stakeholders on key issues facing the agency. In particular, the agency invited input on the following:

What can the agency do to enhance and encourage the efforts of employers, workers and unions to identify and address workplace hazards? What is the most important emerging or unaddressed health and safety issues in the workplace, and what can OSHA do to address these? How can the agency improve its efforts to engage stakeholders in programs and initiatives? What specific actions can the agency take to enhance the voice of workers in the workplace, particularly workers who are hard to reach, do not have ready access to information about hazards or their rights, or are afraid to exercise their rights? Are there additional measures to improve the effectiveness of the agency's current compliance assistance efforts and the onsite consultation program, to ensure that small businesses have the information needed to provide safe workplaces? Given the length and difficulty of the current OSHA rulemaking process, and given the need for new standards that will protect workers from unaddressed, inadequately addressed and emerging hazards, are there policies and procedures that will decrease the time to issue final standards so that OSHA may implement needed protections in a timely manner?
As we continue to progress through a new information age vastly different from the environment in which OSHA was created, what new mechanisms or tools can the agency use to more effectively reach high risk employees and employers with training, education and outreach? What is OSHA doing now that may no longer be necessary? Are there indicators, other than worksite injuries and illness logs that OSHA can use to enhance resource targeting? In the late 1980s, OSHA and its stakeholders worked together to update the Permissible Exposure Limits (PELs) (exposure limits for hazardous substances; most adopted in 1971), but the effort was unsuccessful. Should updating the PELs be a priority for the agency? Are there suggestions for ways to update the PELs, or other ways to control workplace chemical exposures? TWU was represented by Jonathan Levin, TWU Legislative Representative who worked in conjunction with TWU Legislative Director, Portia Reddick-White and TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni on bringing forth issues concerning those covered under OSHA within TWU and the ongoing fight for OSHA protections for Flight Attendants. Additionally, public comments concerning the same will be prepared by the TWU Department of Legislative and Political Affairs in conjunction with the TWU Local 556 Safety Team for submission under Docket OSHA 2010-0004, on or before the deadline of March 30, 2010.

TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni and President Thom McDaniel met with Vice President of Inflight Services and Provisioning, Mike Hafner concerning the Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP) and a Letter of Agreement (Side Letter to the Contract) between TWU Local 556 and Southwest Airlines Co. that will be executed in conjunction with the ASAP MOU. This Side Letter will clarify and codify the intent and scope of Southwest Airlines Flight Attendant ASAP as it pertains to Sharing of Information; ASAP and Discipline; as well as conversations or interviews conducted through ASAP. A draft of the Side Letter is available for Executive Board review. The TWU Local 556 Safety Team will be training two additional Go Team Members as additions to our accident investigation group. Training of these two individuals will be completed by September via attending courses at either the Southern California Safety Institute or the NTSB Academy. Michele Moore, TWU Local 556 National Health Coordinator has already been selected to fill one of the two open positions with the other recommendation to be made at this (March) Executive Board Meeting by TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni. The annual Southern California Safety Institute (SCSI) International Cabin Safety Symposium is being held April 27-29, 2010 in Orlando, FL. The TWU Local 556 Safety Team will be sending two delegates to this leading International Cabin Safety & Training conference. SCSI is merging its Annual International Aircraft Cabin Safety Symposium with the WATS Cabin Training conference, a real one plus one equals three for the Cabin Crew communities of the United States and the World. The TWU Local 556 Safety Team will be submitting Delegate recommendations to the Executive Board for approval in this (March) Executive Board Meeting. TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni will be attending the annual meeting of the Global Cabin Air Quality Executive (GCAQE) on behalf of Transport Workers Union of America (International) at the request of International President Jim Little. This year's meeting of the GCAQE will take place the week of April 26, 2010 in London, UK. All expenses associated with this GCAQE meeting are being underwritten by TWU International.

SCHEDULED AND STANDING MEETINGS:
Monday, March 18, 2010 – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
International Health and Safety Task Force – Wednesday, April 7, 2010 @ 0930EST (Meeting) in NYC
Tuesday, March 16, 2010 - RTCA SC221/Secondary Barrier Systems for Flight Deck Security in Washington, DC (VIA Teleconference)

Michael Massoni submitted copies of a proposed Letter of Agreement (Sideletter) to be included in the Collective Bargaining Agreement between the Flight Attendants of Southwest Airlines and the Company pertaining to the **Flight Attendant Aviation Safety Action Program** (ASAP).

The Board **agreed** to accept Michael Massoni's recommendations regarding the ASAP Sideletter.

The Executive Board **agreed** not to spend $3,000 to purchase a "content manager" which would enable Domicile Executive Board Members and/or Committee Chairs to update their respective pages themselves on the Local 556 Website. The Board **agreed** that Kyle Whiteley would continue to update the pages as necessary.

Michael Massoni made a **motion** to accept Sideletter #6 concerning the change in FMLA duty hour eligibility requirement from 740 hours to 504 hours. John Parrott **seconded** the motion. The motion **carried**.

There was discussion regarding 2nd Vice President Stacy Martin's request to be excused from the March 2010 Executive Board Meeting.

Michael Massoni made a **motion** to excuse Stacy Martin's March 2010 Executive Board Meeting absence. Mark Torrez **seconded** the motion. The motion **carried**.

Audrey Stone discussed with the Board the fact that Executive Board Members commuting for Union work were being denied Jetway Trades, which benefitted the Flight Attendants. Thom McDaniel noted that Inflight Scheduling had agreed to stop the practice but Thom **agreed** to request an agreement in writing.

John Parrott **agreed** to write the language for the Policies and Procedures Manual (P&P) that addressed the Local's current policy for pulling trips for Flight Attendants to do Union work. John **agreed** to send the language to Colleen Griffin for inclusion in the P&P.

The Board **agreed** that Stacy Martin's absence from the last day of the February 2010 Executive Board Meeting would be listed neither as excused nor unexcused; he would be listed as "absent."

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

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

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

Michael Massoni made a **motion** to approve the February 2010 Executive Board Meeting Minutes. Mark Torrez **seconded** the motion. The motion **carried**.

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

Michael Massoni discussed with the Board the possible impact of Flight Attendant Bid Line Totals increasing if four-day Pairings were incorporated into their schedules.

Michael Massoni made a **motion** to adjourn. Jimmy West **seconded** the motion. The motion **carried**.

Thom McDaniel adjourned the Meeting at 1243.

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

Cuyler Thompson
Recording Secretary