



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

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Executive Board Meeting April 13-15, 2010 Synopsis

Tuesday

April 13, 2010

Thom McDaniel called the Meeting to order at 0830.

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

Colleen Griffin was excused due to illness.

Cuyler Thompson was excused for vacation.

Stacy Martin was absent.

Audrey Stone recorded the Minutes of the Meeting.

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

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

There was discussion about Line Writing Training, and Mark Torrez **agreed** to contact Scheduling Chair Lisa Trafton about the Executive Board's availability this week.

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

Thom reported that since the last Executive Board Meeting, he had attended the kickoff for the TWU Virgin America (VX) organizing campaign on March 24 with the viewing party for "Fly Girls" featuring a commercial sponsored by TWU International. The ad featured VX Flight Attendants talking about their contributions to the success of and their commitment to making Virgin America better by joining TWU. The campaign is going well, and Thom thanked the Local 556 Members who were assisting in the campaign. In addition, Thom wrote his April 2010 article discussing the similarities of SWA and VX Flight Attendants (FA) in their quest for fair representation that can only be achieved by joining TWU. Following the VX kickoff, Thom flew to Las Vegas to continue work on the assessment of Local 721 and their efforts to achieve fair contracts for the Las Vegas Dealers. While in Las Vegas,

Thom was also able to attend the Las Vegas AFL-CIO COPE Meeting where the delegates were screening candidates for labor endorsements. Thom hopes to finish the Local 721 assessment in May with a report to President Little. All lost time and expenses for the Local 721 assessment is being reimbursed by TWU International. Thom has extended invitations to TWU Local 556 Members for the TWU International Legislative COPE Conference from April 26-29 in Washington DC. Members who will be attending as TWU Delegates are Thom McDaniel, Susan Kern, Bryan Orozco, Donna Keith, Addie Crisp, and Stephanie Roberts. In addition to being treated to speeches from legislators and educational opportunities, TWU Local 556 Members will be lobbying on behalf of issues that are important to our Members, industry and Company at the conference. Thom will also be participating in the Texas State Conference on April 20, where Texas Gubernatorial Candidate Bill White will be a guest speaker and answer questions from TWU Members. Thom reported that TWU Members are actively involved in State Conferences in California, Nevada-Arizona, Texas, Illinois, and Florida. On April 6, Thom and LAS Flight Attendant Addie Crisp participated in the United Airlines "Day of Action" in Las Vegas, picketing to mark the one year of United Airlines refusal to bargain with the Association of Flight Attendants. The "Day of Action" was successful with worldwide participation including other TWU Local 556 Members Jason Arnold-Burke, Erich Schwenck, and Eric Roth participating in ORD. Through support of other Flight Attendant groups, TWU Local 556 can demonstrate the need to stop unfair treatment of others in our profession and set a higher standard for our profession and stop the race to the bottom that has occurred because of mismanagement and bankruptcy. Thom will participate in the Live Web Cast on the TWU Local 556 website on April 15 with Audrey Stone moderating. As the web chats continue, their popularity increases and there has been increased viewing of the broadcasts on our website. Thom also reported that he had written an article for the March Unity Update dispelling the many rumors circulating throughout our Members that had gotten very positive reviews. Due to the positive response from the printed issue of Unity Update, Thom would like the Executive Board (EB) to reconsider printing further issues of the publication. Thom reported that he and John Parrott will meet with SWA Leaders on April 21 to discuss a standardized reporting procedure for sick calls for Union work. He will report the procedure to the EB for inclusion in the Union Policy and Procedure Handbook as soon as it agreed upon. Thom and John Parrott will attend the Southwest Airlines Union Labor Summit and Southwest Airlines Report of Earnings on April 22. Thom will attend the Texas Labor Leaders Luncheon and Get Out The Vote planning meeting in May with TWU Legislative Field Representative Gwen Dunivent. On the agenda will be screening of state candidates for endorsement as well as how to best motivate our Members to vote for labor friendly candidates in upcoming elections. Thom met with Southwest Airlines Management to discuss new changes in Federal Law reducing FMLA qualifying hours from 720 hours to 504 qualifying hours. The decision was made to amend the Contract via a Side Letter that will be distributed to each Flight Attendant mailbox. This was a great benefit for our Members because the new FMLA law allows the Company five days to notify a Flight Attendant of eligibility and does not include vacation hours in the calculation, while our Contract requires the Company to notify a Flight Attendant of eligibility within two days and does count vacation time toward eligibility and will continue to do so. Thom reported that he and John Parrott continue to work well coordinating Office Manager duties. John has maintained optimal staffing and reduced lost time as well as coordinating regular Staff Meetings. Thom has completed quarterly Grievance Team Evaluations with positive results and will report on the results. Thom also reported that there has been a great response to the recent request for applicants for Grievance Team and temporary Staff Members. Thom and John have conducted one interview and will be interviewing approximately 10 other applicants to fill an upcoming vacancy and provide strong pool of temporary workers to fill in when needed. Thom has scheduled the second Membership Meetings of the year and Keenan Ryan is currently working on securing meeting spaces. As soon as details are confirmed, the schedule will be published. Thom maintains an open-door policy for all Members, Office Team Members, and Executive Board and continues to work as a liaison to Southwest Airlines, TWU International, and other Labor Groups.

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

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

<i>Vacation Days</i>	<i>34.0</i>
<i>Sick Days</i>	<i>7.0</i>
<i>Appointments</i>	<i>2.0</i>
<i>Other</i>	
<i>Total Days to cover</i>	<i>41.0</i>
<i>Temporary Staff Days Utilized</i>	<i>2.0</i>

John reported as of April 5, all full time Union Pulls are now working a five day work week. Do Not Disturb time has been scheduled for each Team Member and is currently being utilized. Quarterly Evaluations were conducted with all Team Members by Thom McDaniel.

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

Mark reported that since the last Executive Board Meeting he has been able to participate in the organizing efforts by the TWU for the Virgin America Flight Attendants in San Francisco. He continued by stating that he is finalizing the Union's migration from Sprint to AT&T as our cell phone carrier as agreed by the Executive Board last June. He also stated that the final round of office moves will be done by the end of April. Finally, Mark stated that he was invited to attend the first National Action Summit for Latino Worker Health and Safety that is being hosted by the DOL on April 14-15, in Houston, TX. However, due to the May Executive Board Meeting being cancelled Mark felt compelled to attend the April Executive Board Meeting instead.

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

Audrey reported that Baltimore Flight Attendant Tatanisha Gupton passed away after her battle with cancer. Baltimore had one termination due to points, and another Flight Attendant who has reached termination level and is in the Fact Finding process. There are two more meetings scheduled this week for a write up and an Unaccompanied Minor issue. Baltimore has three Inflight Supervisors going online in May; Robert Baker, Adam Grace, and Steven Monteiro. Audrey had reported in the BWI E-Connection sent at the beginning of the month that Assistant Base Manager Anna Boardman-Ward would be going to Dallas for a six month assignment, but that is no longer the case. Due to the vacancies left by the Supervisors, Anna will be remaining in Baltimore for the time being, as they work to fill those positions. The most recent Lounge Mobilization was conducted on April 6 in conjunction with Colonial kicking off their Open Enrollment period, and they graciously provided breakfast. Another Lounge Mob is scheduled for April 22. Audrey also met with Base Manager Jamie Willard on April 6 to discuss staff changes and updates at the base level. The Base Page has been updated, and Audrey has attempted to contact all Shop Stewards. Also, both the printed Unity Update and Weekend/Scholarship fliers were distributed. Audrey is still 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. Audrey assisted with the TWU Live Web Cast on March 17, and will also be assisting with this month's, scheduled for April 15. She was scheduled to 1st Chair a Board of Adjustment (BOA) on April 27, but the Flight Attendant withdrew their case. Audrey will now be 2nd Chair on another BOA scheduled for the same date

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

Crystal began her report by stating that the HOU base has had several Fact Finding Meetings as of late resulting from Customer/Employee complaint letters; points; and Crew Member disagreements. HOU has had one termination due to a failed alcohol test since Crystal last reported. Crystal added that construction in the HOU Airport continues. Many changes have been unveiled already in the Central Concourse which has allowed better access to Security. TSA has done a better job segregating the lines and the Employee line continues to live up to its designation. On April 8 a HOU Crew made an emergency landing into Charleston, NC after smelling smoke in the cabin. All Crew Members and passengers are reported to be safe and Crystal has spoken directly with all three HOU Flight Attendants and has offered support on behalf of our Local. Crystal is in the process of delivering letters of 'welcome' to the newly awarded HOU vacancy Flight Attendants. Crystal reports that the Unity Update was delivered to Flight Attendant boxes in late March; Scholarship/Weekend Office Hours flyers were also placed in boxes earlier this month. The Red Rack and Glass Case has had no updates. Crystal communicates regularly with HOU Base Manager Kevin Clark, most recently on April 7. On April 9 Colonial/Lincoln Representatives were in the HOU Lounge. Crystal regularly corresponds with HOU Shop Stewards on an individual basis. Crystal is happy to report that she will be presenting a Board of Adjustment alongside Audrey Stone and Allyson Parker Lauck on April 27 and looks forward to the opportunity to serve our Members in the future through the grievance process.

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

Jimmy reported that Fact Finding Meetings were held for various reasons. MCO had one termination due to abuse of sick leave. Jimmy reported two no-shows and one FTR have been removed. Jimmy reported he did a Lounge Mobilization with Colonial Insurance representative Lori Whittaker on April 6. Lori was able to answer several questions regarding Colonial Insurance and the upcoming additions that will included in the upcoming enrollment. Jimmy reported the morning of the Colonial Insurance visit, Colonial Representative Ken Lent was rushed to the Emergency room in MCO due to a sudden illness and is doing fine now. Jimmy reported Colonial Insurance provided lunch to the MCO Flight Attendants the day of their visit. Jimmy reported he has had phone calls from MCO Flight Attendants due to points not rolling off for a perfect quarter. Jimmy reported the MCO Base has had to manually remove the points. All publications have been distributed and there has been no change to the Union glass case.

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

Todd reports that Oakland Base Manager Reen provided him with the nine month crime report summary prepared by the Alameda County Sheriff's Office. The data showed the number of cars stolen or broken in to. Although the data shows "status quo" for auto theft, both Todd and Reen Emlett agreed it was one too many. Todd will use this data in his letter to the Alameda Assemblyman who offered to help with the security issue in the employee parking lot. Todd met with Lori Whitaker and her representatives for open enrollment for Colonial Insurance. The Glass Case and Red Rack have not had any updates. The E-Connection was sent out, Shop Stewards contacted, and both the Unity Update and yellow flyers were distributed.

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

Donna reports that the Chicago Base has had some changes. Several Supervisors are going on line May 1, 2010 as well as an Assistant Base Manager. Donna sent off the box of goods for the Wounded Warrior Project including an Easter Basket treat to be shared by all. Donna and Erich Schwenk attended the Illinois / Indiana State Conference on April 5. Gwen Dunivent, Hubert Sneed, and Theo James were also in attendance. Donna was elected Secretary / Treasurer and Diana Tiggs was elected Local Assistant Director. Donna also attended a meeting with Diana and local AFL-CIO

representatives to be introduced to a Candidate for the 10th Congressional District in the Chicago Area. Donna attended the Colonial open enrollment kick off Lounge Mob on April 6. Lori Whittaker from Colonial was also in attendance to introduce the program and speak with local Management. The representatives from Colonial were well received by the Chicago Flight Attendants as well as Chicago Base Management. Donna has updated her Base page, Red Rack, distributed all materials, set out the E-Connection, updated the Glass Case, conducted Lounge Mobs, and been in contact with Base Management, Stewards, and Flight Attendants.

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

Bryan Orozco spent three weeks on an internship with our TWU Legislation and Political Department from March 8 to the 25. He attended a day of the Nevada AFL-CIO State Conference on March 26. Bryan would like to thank Kevin Baber for doing a Lounge Mobilization and Addie Crisp for attending the TWU NV/AZ State Conference. Bryan also attended the 1st meeting of the McCarran Airport Council with other AFL-CIO work groups that work at the airport. Bryan met with Congresswoman Dina Titus and had a conversation with her Chief of Staff Jay Gertsema. Bryan also met Shannon Raborn, Deputy Campaign Manager of Senator Harry Reid. Bryan made contact with most of the bases Shop Stewards, cleaned the Red Rack, returned emails and calls, had a phone conversation with Base Manager Scott Wells and meet with Kim (local Colonial Rep.) and did a Lounge Mobilization on April 9.

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

Here are the March stats for CISM. We had a total of twenty-nine calls reported to the CISM Hotline.

Here is the breakdown:

Incidents

A/C Incident	4
A/C Mechanical	2
Assault on Employee	2
Confidential Issue	3
F/A Hospitalization	1
F/A Personal Issue	2
Injury	3
Medical Emergency	7
Other	1
Passenger Misconduct	2
Smoke in Cabin	2
Total:	29

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

Lisa reported that the Scheduling Committee met on March 25 and April 10 to write Primary Bid Lines and Vacation Relief Lines respectively. The committee wrote lines with only five line writers this month due to scheduling conflicts, sick leave, OJI leave, and bereavement leave. She continued by reporting that May lines were very difficult due to four different schedule changes throughout the month. She is looking forward for the Executive Board to train on Line Writing this month.

Michael Massoni submitted the **Safety Report**:

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

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

<u>Report</u>	<u>Acceptance Deadline</u>
ASHDI 1721 (AVIATION SAFETY / SECURITY)	Fri 6/25/2010
ASHDI 1711 (AVIATION SAFETY/SECURITY)	Wed 4/21/2010

ASHDI Incident Reports received to date:

All Sponsor Unions / TWU = 4015+ / 269
Accepted Reports to date (TWU) = 182
See Attached Detail

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 03/12/10 through 04/11/10 = 116
- Emergencies Declared = 19
- All OF 2010 to Date = 314
- ALL OF 2009 = 1210
- ALL OF 2008 = 940

- **The Occupational Safety and Health Administration (OSHA) Public Docket 2010-0004, soliciting comments concerning the OSHA Listens Initiative** were prepared by the TWU Department of Legislative and Political Affairs in conjunction with the TWU Local 556 Safety Team and submitted on March 29, 2010. The comment submission was as follows:

RE: The Occupational Safety and Health Administration; OSHA Listens Public Meeting, Request for Comments, Docket Number OSHA-2010-0004

Dear Sir or Madam:

The Transport Workers Union of America, AFL-CIO, on behalf of our 200,000 active and retired members in the transportation industry, would like to thank you for holding the OSHA Listens Public Meeting on March 4, 2010 at the Department of Labor in Washington, D.C. and for the opportunity to submit our written comments on a variety of Occupational Safety and Health Issues facing our membership.

The TWU supports increased efforts by the Occupational Safety and Health Administration (OSHA) in the areas of oversight, worker protection, enforcement through employer penalties, health and safety training, and specifically, interagency cooperation with the Federal Aviation Administration (FAA). We feel that the OSHA Listens Public Meeting should serve as the first step towards a broader push by OSHA to finally address labor's long-held concerns regarding worker safety, injury prevention, and employer penalties.

Specific Concerns

The TWU represents transportation workers from the aviation, transit, and rail industries. In these comments, our primary response centers on that of aviation workers, specifically, flight attendants.

Aviation

TWU represents about 10,000 flight attendants at Southwest Airlines. As you well know, since 1975, the FAA has had exclusive jurisdiction over the occupational safety and health for all flight crew members. FAA jurisdiction over health and safety concerns extends from the time the plane is first boarded by a crewmember until the time the last crewmember leaves the aircraft. Even in situations where

crewmembers are still working on an aircraft that has its engines shut down, FAA has asserted control over their health and safety.

The decision by the FAA to claim the complete and exclusive jurisdiction over health and safety for crewmembers at all times when they are aboard aircraft allows flight attendants to remain the only private sector workers in America that are not protected by the Occupational Safety and Health Administration. To date, the FAA maintains no active OSHA procedures, does not conduct investigations when incidents occur, and does not even log that incidents have occurred. What persists is a completely unacceptable, dangerous, human rights issue in which flight attendants are routinely subjected to poor cabin air quality, chemicals aboard aircraft, awkward and heavy baggage, and otherwise injury inducing work conditions without government protections or recourse if they should be injured.

For 35 years, affiliate unions of the AFL-CIO Transportation Trades Department have been petitioning for the Administrations involvement in regulating OSHA concerns for flight attendants. In 1990, a request for rulemaking was filed with the FAA asking them to select OSHA regulations and apply them to crewmembers. This request was denied. Following this, the FAA and OSHA entered into an historic Memorandum of Understanding (MOU)¹ with the specific goal of enhancing safety and health in the aviation industry. This MOU, while promising, yielded only marginally positive results. In 2003, the creation of the Aviation Safety and Health Partnership Program (ASHPP) seemed like a positive step forward. Yet, we remained disappointed that the program is entirely voluntary in nature.

It has been and remains to be our position that either the FAA or OSHA must issue a rule that establishes OSHA protections for crewmembers. The joint team created by the MOU has already identified five of OSHA's existing standards could be applied to crewmembers without risking safety; recordkeeping, sanitation, hazard communication, anti-discrimination, and access to employee exposure/medical records. These standards must be explicitly outlined in a rule to ensure that their implementation occurs. It has been 35 years of painful injuries, illnesses, and exposures and we feel that we must demand that attention is once and for all paid to workers aboard aircraft. For this reason, while we were supportive of the MOU and the ASHPP, we would like to see a notice of proposed rulemaking issues that addresses our concerns regarding OSHA protections for flight attendants.

Conclusion

The TWU would like to thank the Administration for holding the OSHA Listens Public Meeting and for actively fostering a renewed discussion of ways in which together we can improve worker safety. Our ultimate goal as a labor union to ensure the best interests of our membership, and we look forward to working with you ensure that there is no stone left unturned in the fight to protect the safety of working Americans.

We feel strongly that to achieve this goal either OSHA or the FAA must issue a rule that applies OSHA protections to aircraft crewmembers. It is imperative that the hundreds of thousands of workers aboard aircraft have the same protections as those who work in any other sector of the economy.

Additionally, we will continue to work with the Administration regarding other TWU members; transit and rail. And, we look forward to building on our collective achievements to further improve OSHA concerns for these industry groups. We have submitted our comments to OSHA docket number OSHA-2009-0044 (March 29, 2010) regarding the reintroduction of the Musculoskeletal Disorder column to the OSAH 300 Log.

We thank you for the opportunity to comment following the OSHA Listens Public Meeting. We look forward to continuing a long-standing relationship of cooperation between the FAA, OSHA, and labor as we all seek to improve the health and safety of all working people. If you require anything further from the TWU please do not hesitate to contact us.

- The Proposed Letter of Agreement (Side Letter to the Contract) between TWU Local 556 and Southwest Airlines Co. concerning **The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)** was rejected by the Company as they believe that the programs Memorandum of Understanding (MOU) sufficiently covered the concerns brought to light in the draft side letter. The TWU Local 556 Safety Team still believes that further clarification of the MOU language is necessary and prudent in the areas of: ASAP and Discipline; as well as Conversations or Interviews conducted through ASAP. Since the Company's rejection was received we have had the MOU thoroughly reviewed by legal counsel and have determined that clarifying language need be added to the MOU in order to satisfy the Union's desire to have the clearest and most unambiguous agreement with Southwest and the FAA as it pertains to Flight Attendant ASAP. We are fully committed to this program and hope the Company is willing to ensure we tailor a program that is well suited to safety needs of our Flight Attendants as well as the operations of Southwest Airlines Co.

OPEN DISCUSSION ITEM(S):

- The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)
 - Update
- Go-Team Training
 - Reducing to 1 new investigator instead of 2 – for cost saving reasons
- Southern California Safety Institute (SCSI) Annual International Safety Symposium
 - Reduced to 1 delegate instead of 2 – for cost saving reasons
- Safety Team coverage during the Global Cabin Air Quality Executive (GCAQE)

SCHEDULED AND STANDING MEETINGS:

- **Thursday April 22, 2010 through Thursday April 29, 2010** – Global Cabin Air Quality Executive, London, UK
- **Thursday May 6, 2010** International Health and Safety Task Force - (VIA Teleconference)
- **Thursday May 20, 2010** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- **Sunday May 23, 2010 through Thursday May 27, 2010** – National Safety Council Labor Division Meeting in Tulsa, OK

There was discussion about the recent Southwest Airlines (SWA) emergency landing into Charleston, SC.

Thom McDaniel reported that he met with Southwest Airlines (SWA) Leaders regarding the new **Family Medical Leave Act** (FMLA) language, and that Flight Attendant's will be receiving a memo in their mailbox from SWA regarding these changes.

Audrey Stone submitted the **Health Committee Report** for Chair Michelle Moore:

Meetings Attended:

HASC (Health and Safety Committee)

*ASAP Meeting
CISM Training*

Contacted Flight Attendants injured or involved in an ENS item:

*3 contacted due to injuries caused by evasive maneuver (calling F/A's weekly)
2 contacted due to pet allergy issues
1 contacted due to water burns on face caused by coffee pot
3 contacted due to diversion caused by smoke in the cabin
1 contacted due to medical emergency and EMK contents question*

Articles/Research

*Continued Research on Air Quality
Continued Research on SWA proposed ASAP Program
Continuing Preparation for 2010 Safety Fairs
Article regarding getting free support hose
Article for Unity*

Follow-up Issues

*Continuing Phone Calls to Flight Attendants involved in Evasive Maneuver
Clarification on Pet Allergy Issues from Inflight Management
Responded to questions regarding taking medication while on duty
Responded to Ask the Source enquiries
Hotel Incident*

Scheduled Meetings in April

*HASC (Health and Safety Committee)
CISM Recurrent Training
ASAP Meeting
Cabin Safety Training*

Audrey Stone submitted the **Professional Standards Committee Report** for Chair Michael Broadhead:

This is the first quarterly report for PS. Due the transition and redo, December 2009 is included in this report. The format of this report is reflective of the former operations and protocols of the PS program. Future quarterly reports will be submitted using five categories: FARs, Safety, SWA Policy, Pilots, Other. The format of this report is simply the category of case work and the number of times that particular issue was also handled in the same period.

Dec 2009

<i>Exchange of trips</i>	<i>3</i>
<i>Personality conflicts</i>	<i>3</i>
<i>Harassment (within the scope of the program)</i>	<i>1</i>
<i>Non payment of trip trades</i>	<i>2</i>
<i>Pilots</i>	<i>4</i>
<i>Other</i>	<i>2</i>
<i>Inflight duties</i>	<i>6</i>

<i>Hotel RON</i>	<i>2</i>
<i>Jan 2010</i>	
<i>Reserve issues (sick calls)</i>	<i>3</i>
<i>Personality</i>	<i>3</i>
<i>Non pay trip trades</i>	<i>1</i>
<i>Pilot</i>	<i>4</i>
<i>Crew change issues</i>	<i>3</i>
<i>Cell phone/texting issues</i>	<i>2</i>
<i>Crew duties</i>	<i>3</i>
<i>Alcohol</i>	<i>1</i>
<i>Commuting</i>	<i>1</i>
<i>FARs</i>	<i>1</i>
<i>Feb 2010</i>	
<i>FARs (cockpit door and arming slides at wrong time)</i>	<i>2</i>
<i>Hotel RON</i>	<i>1</i>
<i>Cell phone texting</i>	<i>4</i>
<i>Commuting</i>	<i>1</i>
<i>Pilot</i>	<i>5</i>
<i>Inflight service procedures</i>	<i>3</i>
<i>CWA Messages</i>	<i>3</i>
<i>Conflict with Ops agents</i>	<i>2</i>
<i>Trip trade issues</i>	<i>2</i>
<i>March 2010</i>	
<i>Pilot</i>	<i>2</i>
<i>Inflight duties</i>	<i>2</i>
<i>Commuting</i>	<i>1</i>
<i>Exchange of trips</i>	<i>3</i>
<i>Alcohol</i>	<i>1</i>
<i>Cell phone texting</i>	<i>2</i>
<i>Company Policy</i>	<i>1</i>
<i>Inflight Supervisor Conduct</i>	<i>1</i>
<i>Total:</i>	<i>83</i>

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

The Uniform Steering Committee Meeting scheduled on April 14 has been cancelled and will be rescheduled in the next couple of weeks as per David Curry. The meeting is to outline the standards for the un-tucked shirt. Similarly, it will outline the production of the un-tucked shirt and progression of its availability. Other than these areas, there are no other updates or information to be noted. Crystal continues to correspond with Members via email and phone in regards to Uniform suggestions, concerns, questions and ideas. I have had an overwhelming response in these areas as a result of the E-Connections sent out by DEBM's.

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

Mark reported that Scholarships Applications are due April 15. We have received a few applications so far and the Committee will meet later this month to select the winners.

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

Mark would like to report that he, along with BWI Flight Attendant Ginger King, is currently developing the 2010 Membership Survey. As per the request of the Executive Board, the theme will be reflective of the current National Census that is currently occurring. We hope to harvest information that will be helpful for our next Negotiating Team. The current Customer Service Survey is underway and has so far been met with several obstacles. Mark reported that because of difficulties getting “good” information from call backs from the previous month’s phone bill, he will need to be pulled to come into the Office to collect more current numbers and hopefully get a hold of callers with more recent memory of their call to the Union Office.

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

Todd would like to thank everyone for their generous donations to the Wounded Warrior project. ATD Veterans Committee Chair, Thom Lee, sent out an email stating that over \$9000 of monetary donations as well as the items that were on the list were collected and distributed. He thanked all the TWU Brothers and Sisters for their efforts in supporting the troops. A video from the event was placed on the TWU556 website. The next TWU ATD Veterans Committee quarterly meeting will be in May. Todd continues to find helpful information to place on the Veterans Committee page on the TWU 556 Website.

Donna Keith presented the **Green Committee Report**. There was no written report submitted.

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

The Board reviewed the **Monthly “To Do” List** from the March 2010 Executive Board Meeting.

There was a discussion about the Flight Attendant Assistance Program (FAAP), and Thom McDaniel reported that there is an internal tracking procedure, but due to confidentiality reasons, Chair Brett Nevarez does not want to establish an external procedure. The Board acknowledged the problem most of the time is the Flight Attendants’ not getting back to FAAP and the Board **agreed** to revisit this if there are concerns in the future.

The Board took at break at 0955 and reconvened at 1016.

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

Colleen Griffin was excused due to illness.

Cuyler Thompson was excused for vacation.

Stacy Martin was absent.

Michael Massoni confirmed that the Executive Board had received the instructions regarding posting dates in the Local’s Shared Microsoft Outlook Calendar, and the Domicile Executive Board Member’s **agreed** to utilize the calendar to post dates of their Lounge Mobilizations.

Karen Amos reported that they have a Scheduling meeting regarding the Inflight Planning Grievance on April 29. There was discussion regarding what the addition of four day pairings would do for the lines, and that increasing two day pairings would be a better option to increase the number of pairings available.

There was discussion regarding the perception Flight Attendant's have that Scheduling is hiding Open Time trips until after the Voluntary Junior Available (VJA) period. Thom McDaniel reported that there will be an article in April Unity addressing this.

There was discussion regarding the switch from AT&T, a Unionized carrier, to XO Communications. John Parrott reported that it is still unclear whether XO is Unionized. There was also discussion about what decisions will be presented to the Executive Board for approval in the future. The Board **agreed** that items requiring a contract would be presented to the Executive Board for approval.

Thom McDaniel again reported that Inflight Scheduling had agreed to allow Executive Board Members commuting for Union work to do Jetway Trades. Thom **agreed** to request something in writing verifying this procedure.

Audrey Stone submitted the **March 2010 Executive Board Meeting Minutes** for review.

The Board reviewed and made corrections to the Minutes.

There was discussion regarding the Unaccompanied Minor procedures, the new language, and Minimum Crew Exemption concerns. The Board **agreed** to discuss this with Inflight Management this week.

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

Crystal Rains presented a request from a Member for a copy of the TWU Local 556 Sexual Harassment Policy. The Executive Board **agreed** that the policy applies only to those working in the Union Office, and that Members are protected under Southwest Airlines' harassment policy and therefore do not need copies of our internal Policy and Procedures Manual.

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

Thom McDaniel	flew HA03	dated March 11
Michael Massoni	flew PS08	dated March 26
John Parrott	flew DD25	dated February 26
Cuyler Thompson	flew BA78	dated March 4
Mark Torrez	flew OA43	dated March 10
Colleen Griffin	flew MH86	dated March 26
John DiPippa	flew PT12	dated March 26
Audrey Stone	flew BF17	dated March 1
Crystal Rains	flew HA04	dated March 8
Karen Amos	flew DC88	dated March 1
Jimmy West	flew FC95	dated March 22
Donna Keith	flew MA76	dated February 2
Todd Gage	flew OC98	dated February 28
Bryan Orozco	flew LA38	dated March 3

Stacy Martin did not fly a multi-day pairing and was therefore not in compliance with Bylaw Article VII, (g).

Stacy Martin entered the Meeting at 1149.

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

John informed the Board that PHX has not had many Fact Finding Meetings as of late and has heard great feedback from the Office Staff about Shop Stewards Anne Barnes and Della Saucier. John sent a box to D.C. on March 20 in regards to donations for "Wounded Warriors." John met with Colonial Representative Lori Whitaker and one of her colleagues on April 9. Boxes were stuffed with information about Colonial and Dunkin Donuts was also provided. As far as Lounge Mobs are concerned, John will have Shop Stewards Della Saucier and Kathleen Gregory in the Lounge; Kathleen will be in the lounge on April 20 and Della will be in the lounge on April 27. John has a Provisioning Meeting on April 29 and will update the Board with information from the meeting at the June Board Meeting. Finally, John has communicated via email with his Shop Stewards and the Red Rack and Glass Case are up to date. A March E-Connection was sent out along with the Base Page being updated.

Todd Gage presented a piece of correspondence requesting a sponsorship for the Alameda Labor Council, AFL-CIO celebration.

The Executive Board adjourned for lunch at 1156 and reconvened at 1330.

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

Colleen Griffin was excused due to illness.

Cuyler Thompson was excused for vacation.

John Parrott stated that he was attempting to reconcile payroll and inquired about 2nd Vice President Stacy Martin's absences at the end of January for which he was paid by the Union. John Parrott **requested** a copy of the email correspondence between Stacy Martin and Ed Cloutman, Union Attorney.

There was discussion about Emergency Officer On-Call Procedures. The Board **agreed** that the current procedures in the Policy and Procedures Manual will remain.

Local 556 Grievance Chair Allyson Parker-Lauck and Grievance Team Member Catherine Rea entered the Meeting at 1402 to discuss the merits of a Grievance.

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

Catherine Rea and the Grievant were excused at 1446.

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

Allyson Parker-Lauck presented a settlement offered by Southwest Airlines for the Flight Attendants affected by a SIP Trade/Give Away malfunction in CWA. The Executive Board **agreed** to the agreement, if the time line in the settlement were extended by one bid month.

The Board took at break at 1529 and reconvened at 1546.

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

Stacy Martin and Michael Massoni were tending to computer issues.

Colleen Griffin was excused due to illness.

Cuyler Thompson was excused for vacation.

There was discussion regarding the 35th Anniversary TWU Local 556 pins. The Executive Board **agreed** all Officers would be taking them in increments of 20 to sell.

There was discussion regarding whether Shop Stewards who are no longer interested in being active can be replaced. Audrey Stone **agreed** to explore the feasibility per the Bylaws.

Thom McDaniel left the Meeting at 1557 to speak to Grievance Chair Allyson Parker-Lauck.

John Parrott chaired the Meeting.

Mark Torrez left the Meeting at 1559 to call Scheduling Chair Lisa Trafton.

Thom McDaniel returned to the Meeting at 1604.

Crystal Rains made a **motion** to recess. John Parrott **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1605.

Wednesday

April 14, 2010

Thom McDaniel called the Meeting to order at 0900.

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

Colleen Griffin was excused due to illness.

Cuyler Thompson was excused for vacation.

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**:

As of the April 8, 2010 Grievance Report, our year to date statistics are as follows:

<i>New Grievances Filed:</i>	<i>111</i>
<i>Grievances Withdrawn Without Prejudice:</i>	<i>58</i>
<i>Grievances Settled:</i>	<i>42</i>

<i>Arbitration/BOA Decisions – Union Win:</i>	<i>1</i>
<i>Arbitration/BOA Decisions – Company Win:</i>	<i>2</i>
<i>Arbitration/BOA Decisions – Split Award:</i>	<i>1</i>
<i>Other:</i>	<i>13</i>
 <i>January 1, 2010 Total Grievances:</i>	 <i>170</i>
<i>Current Total Grievances:</i>	<i>164</i>
<i>Year to Date Net Gain/Loss:</i>	<i>-6</i>

Thom McDaniel and Mark Torrez left the Meeting at 0932.

Michael Massoni chaired the Meeting.

There was discussion regarding the remedy for the Flight Attendant's affected by a SIP/Trip Trade malfunction in February.

Thom McDaniel returned to the Meeting at 0935.

There was more discussion.

Mark Torrez returned to the Meeting at 0937.

The Executive Board **agreed** to accept the remedy offered.

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 Bryan Orozco, Donna Keith and Mark Torrez.)

John Parrott made a **motion** to proceed on six Grievances per the recommendation of the Grievance Review Committee. Michael Massoni **seconded** the motion. The motion **carried**.

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

John Parrott made a **motion** to revisit a Group Grievance. Donna Keith **seconded** the motion. The motion **carried**.

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

John Parrott made a **motion** to revisit a Grievance. Mark Torrez **seconded** the motion. The motion **carried**.

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

Crystal Rains made a **motion** to revisit a Grievance. Todd Gage **seconded** the motion. The motion **carried**.

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

There was discussion regarding a Flight Attendant issue that did not result in a Grievance.

There was discussion regarding the merits of a Grievance.

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

The Board took a break at 1046 and reconvened at 1102.

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

Mark Torrez was attending to a phone call with AT&T.

Colleen Griffin was excused due to illness.

Cuyler Thompson was excused for vacation.

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

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

There was discussion.

John DiPippa left the Meeting at 1129.

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

John DiPippa returned to the Meeting at 1135.

Mark Torrez returned to the Meeting at 1140.

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

Lyn Montgomery left the Meeting at 1201.

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

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

The Executive Board adjourned for lunch at 1215 and reconvened at 1415.

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

Colleen Griffin was excused due to illness.

Cuyler Thompson was excused for vacation.

Audrey Stone submitted the **COPE Committee Report** for Co-Chair Susan Kern:

On March 14, Susan Kern and Jim Volpe, MCO-based Flight Attendants, traveled to Tallahassee with the TWU Florida State Conference to participate in the Florida AFL-CIO "Storm the Hill" lobbying efforts during the Legislative session of the Florida House and Senate. Key issues identified by the Conference to be discussed with the Legislators were the proposed retirement benefit changes that would directly affect Local 291 and the proposed Federal budget changes to NASA, which would not only impact Local 525 but all TWU Members living in the state of Florida. Meetings were held with key Legislators to determine their stances on the issues, educate them about our concerns, and discuss plans to impact the proposed Federal budgetary changes. While the Florida legislature is unable to directly impact the Federal budget, both the Florida House and Senate sponsored bills to demonstrate the commitment Florida has to the Space industry and to position the state in the event the budgetary changes remain as proposed.

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

Audrey reported that a new Contract Pop Quiz has been completed, and will go online on the TWU Website May 15. It focuses on Article 32, Doctor's note and Personal Illness Note (PIN) timelines, and future quizzes will also be subject-specific. A big thank you goes out to Recording Secretary Cuyler Thompson for writing this edition of the Pop Quiz. Communications Coordinator Kyle Whiteley and Audrey Stone will be filming more Contract Live videos on April 16. An update was sent to all Flight Attendants who had expressed interest in the Education Committee, updating them on the progress of projects, and asking for their input and ideas for the future.

Audrey Stone submitted the **Communications Committee Report** for Chair Kyle Whiteley:

*I am happy to report that Unity is finally at the printer. The issue should be in the bases on April 26. Getting articles in a timely manner is still difficult; please adhere to deadlines as closely as possible. **One very important note: please try to avoid sending "articles" that consist mainly of bullet-points. These are extremely problematic to format in the magazine. Also, please avoid writing in "Contract language." It's important for our Members to know and understand the Contract, but it's better to write in "everyday" language that's easily grasped by everyone.** There are some big changes planned for our Summer issue. I have adjusted the total number of copies ordered for each base from the feedback received. If you are over or short issues, please continue to let me know so I may make adjustments to magazine quantities ordered. Thank you to everyone on the Editorial Team for submitting his or her corrections to Unity so quickly. We received very positive feedback from our printed issue of Unity Update. Almost all of the replies were thanking Thom for setting the record straight. Again, I would like to request the Board consider returning to a printed version of Unity Update, as we reach many more Flight Attendants through this method. Over the past month, I've been working on Unity, and have made some updates to the Web site. Also, I have been working with Karla Kozak and Frank McCann at TWU International on the Virgin America and jetBlue organizing campaigns. Just to clarify, when I am working for the International, my hours are billed back for them for repayment to our Local. The 35th Anniversary Pins are now available for sale on our Web site for \$5.00. The rotating images at the top of the home page link to an order page then to our Pay Pal account. Flight Attendants are able to purchase as many pins as they wish. The profits from the pins sold will supplement our 2011 Scholarships. The pins may be worn as a normal Union pin on our Uniforms, and Thom has advised Management that there will be a second pin seen online. The iPhone*

app will be available from the iTunes store beginning next week. Flight Attendants will be able to purchase the app for \$1.99. Per our agreement with Chris Perkins, all proceeds will go to him covering the development costs, and we will continue to advertise the product. I have spoken with two people about creating an app for the Android phone. Our last Live Web Cast hardly went as planned. Right before we went live, the Sony camera stopped responding to the Camtwist program. I was unable to get it running again by our start time. We immediately made adjustments to use the one other camera, but unfortunately, our sound had been hooked up through the Sony. We initially began a “rolling delay” for the Web cast, but ended up canceling. Through the feedback we received, we did disappoint some of our Members by the cancelation, and I emailed or called them all with my apologies. This month’s live broadcast is scheduled for Thursday at 14:00 CST. I have looked into the blog for our Web site, and propose that we place a link on the home page directly under the Facebook/Twitter logos. Katie with Appletree Media and I feel the link should be an animated .gif file that will create movement. I suggest that our blog be locked, allowing only our Members to access it. Katie indicated that we are all set with the software; we just need to decide to move forward. The decision from the Board will be who, when, and what the blog will be used for, and how it will be paid. This was not added in the Communications budget when proposed. My only concern is that the blog has to be updated every weekday. The Lists seems to be slowly gaining momentum. I will be sending the DEBMs back with an advertisement to place in the crash pads, trades binders, and on any bulletin boards where trades are advertised. If it has not already been decided, I request that the two Lounge Mobs be centered on our Web site, and services available. If you ever have advance dates for Lounge Mobs, please send them to me. I would like to put the dates that you will be in the Lounge on the home page, so all of our Members can see we are out there. Our average daily traffic for the month of March and the beginning of April was down. Some of the decline in traffic can be attributed to the Easter weekend (we really bottomed out). Our next bulletin board update will be this month. DEBMs will be able to download the images from the Web site Monday. Please update the bulletin boards as soon as possible; however, there is no deadline for this change. Cuyler’s Contract Pop Quiz will go online on May 15. Finally, I would appreciate all DEBMs sending me as many pictures as possible of Flight Attendants, the inside of their food bags, and a brief description of what they take with them in terms of food no later than Friday, June 4. To make things easy to keep track of, please use this format when naming your files: jenny_jones.jpg, jenny_jones_bag.jpg, jenny_jones_desc.docx (or .doc depending on which version of Word you have).

The Executive Board **agreed** to table a discussion regarding the Executive Board hosting a blog on the Local 556 Website until Colleen Griffin could be present at the June Meeting.

The Executive Board discussed returning to a printed version of Unity Update. The Board **agreed** to decrease the Unity by four pages and return to a printed version of Unity Update. Audrey Stone **agreed** to notify Communications Chair Kyle Whiteley.

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

Karen worked the weekend on call March 6 and 7. A system-wide Lounge Mobilization was held on Monday, March 8 to honor and assist in supplying Wounded Warriors with much needed day to day supplies, sundries and a few recreational items. Karen attended six Fact Finding Meetings and one Step Two hearing in the Dallas Base during the month of March and was present on two conference call meetings. Out of the meetings and conference calls only one incident generated discipline. Karen attended a Scheduling meeting on Wednesday, March 10. Karen met with the Colonial Representative and help set up the lounge for the Colonial open enrollment visits. Karen set up the table, displayed posters and placed Colonial flyers in the Flight Attendant mailboxes. There were numerous complaints about the lines of time for May. The main complaints were regarding trip totals, and AM and PM mixtures on the lines. Karen has requested that those individuals that were upset about the lines, to

please submit an email to the Scheduling Committee via the TWU Website. J.E. Jeanes who has worked in Recurrent Training in Dallas for years, is coming back online on May 1. We welcome him back online but his great sense of humor, which made the Recurrent Training day go by quicker, will be missed. All Union publications have been distributed. The Red Rack and Union Bulletin Board are up to date. Shop Stewards have been contacted and an E- Connection was sent out. Two Lounge Mobilizations were held in Dallas in the month of March. The Dallas Web Page has been updated. Karen would like to thank the Dallas Base for all their support and allowing her to serve them.

Todd Gage submitted BWI Flight Attendant and International Organizer Karla Kozak's **TWU Organizing Report:**

A large thank you to all of you: Thom, Todd, Kyle, Mark Torrez for your assistance in working directly with the Virgin America FAs. A huge thanks to the OAK F/As who attended the campaign/Flygirls launch party in March. The support from the EB and the 556 Members is greatly appreciated and vital to the success of the Virgin organizing campaign thus far. We are close to distributing authorization cards at VX and are in the beginning stages of organizing with jetBlue Inflight.

April/May asks:

Photos/Quotes from Local 556 EB members: what does collective bargaining mean to you and the F/A community. Your photos and remarks will be added to the twuB6 website (May launch) and twuvx.org (along with photos and letters of support from the Unions that represent F/As at Virgin Atlantic (UK) and Virgin Blue (Australia)).

May meetings for TWUVX and TWUB6: Contact k-kozak@twu.org for meeting locations.

TWUVX General Meetings

SFO: 05/01, 05/12 1pm

LAX: 05/14 1pm

TWUB6 General Meetings

JFK: 05/05, 04/ 4pm

FLL: 05/07 4pm

MCO: 05/10 4pm

LGB: 05/13 4pm

BOS: 05/19 4pm

Please continue to ask our Members to speak with VX and B6 FAs when they see them online. jetBlue kicked off their anti-union/TWU campaign yesterday via their jetBlue intranet site.

Thom McDaniel left the Meeting at 1458.

Michael Massoni chaired the Meeting.

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

Thom McDaniel returned to the Meeting at 1500.

There was discussion.

Michael Massoni made a **motion** to approve the March 2010 Local 556 Financial Report. Mark Torrez **seconded** the motion. The motion **carried**.

There was discussion about a communication exchange between a Member and SWA regarding Flight Attendants' concerns about carryon bag sizes, and injury statistics. The Executive Board **agreed** to follow up with Southwest Airlines later in the Meeting regarding these concerns.

The Executive Board **agreed** to meet at Southwest Headquarters at 0800 tomorrow morning in the Inflight Training Department for Line Writing Training with Scheduling Chair Lisa Trafton.

John Parrott made a **motion** to recess. Crystal Rains **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1527.

Thursday

April 15, 2010

Thom McDaniel called the Meeting to order at 1040.

Executive Board Members present were Thom McDaniel, Michael Massoni, John Parrott, Stacy Martin, Mark Torrez, Todd Gage, Audrey Stone, Bryan Orozco, and Donna Keith.

Colleen Griffin was excused due to illness.

Cuyler Thompson was excused for vacation.

Crystal Rains was excused for personal reasons.

Karen Amos, Jimmy West, and John DiPippa were absent.

Thom McDaniel submitted the **Office Team Evaluation Report**:

Thom McDaniel reported that he had completed all Office Team Performance Evaluations for the first quarter. Evaluations were completed in three steps. Each Team Member was asked to fill out a Self-Assessment and turn it in to Thom. All Team Members were assured that their Assessments would be confidential except for any recommendations they might make to benefit the Team or Membership. Thom then conferred with Treasurer John Parrott over attendance records and Grievance Chair Allyson Parker-Lauck regarding any issues that needed to be corrected and accomplishments that needed to be recognized. The Self-Evaluations proved to be very helpful as everyone was very open about identifying any challenges they had and discussing the steps they had taken to correct them. Thom made an effort to recognize the strengths of all Team Members, identify any problems, suggest solutions and create goals for the upcoming quarter. A common theme with all Team Members was the structure and training that had been provided in the last few months from Allyson, Lyn, and Denny and asked to continue down that road in the future. The two most common challenges are time management and consistently utilizing the technology and resources at their disposal. All Team Members are committed to focusing on those areas and seeking help where they need it. We are also very fortunate to have Team Members who have excelled in areas of specialty and are committed to helping others where they need assistance. Team Members also generally felt that changes in the Office over the last few months have created a more positive atmosphere where they could be more effective and productive for our

Members. As part of the Team Evaluations, all Team Members were asked to contribute suggestions to try to improve our workplace. Some recommendations that Thom and John will be discussing include complete training for any new Team Members, special recognition program for Team Members, formal conflict-resolution training for grievance handling, re-exploring grievance specializations, targeted Domicile Workman's Compensation Training, and completing a Contract Resource for the Membership. Team Evaluations were a very positive experience and gave a great chance to discuss issues and make suggestions to improve our Union Office. Thom looks forward to continue working with our Office Team to further improve our Customer Service and provide the best possible representation for our Members.

Karen Amos and Jimmy West entered the Meeting at 1046.

Donna Keith requested to take three Shop Stewards to a Workers' Comp/OJI Training Seminar for the State of Illinois, and pay them 6.5 TFP.

John DiPippa entered the Meeting at 1048.

There was discussion.

Michael Massoni made a **motion** to approve a request to send one Shop Steward to attend the Workman's Comp/OJI Training in Chicago on May 20. John Parrott **seconded** the motion. The motion **carried**.

Southwest Airlines Management Representatives Henry Townsend, Paula Gadet, and Sonya Lacore entered the Meeting at 1102.

Henry Townsend submitted copies of an Inflight Audit Initiative prepared for the Local 556 Executive Board. Henry and Sonya explained that the increase in Inflight Audits is the result of communication from Flight Attendants' that they want more feedback from Supervisors. They reported that Supervisors will be better trained in how to conduct the audit as well as addressing anything as a result of the audit. The stated that the focus is on safety followed by customer service, and that the focus will be to get out there and catch people doing the right thing. Sonya stated they wanted this "to be a good experience for our Flight Attendants," that their focus is not automatically punitive but to correct. Henry stated in an announced audit, the Supervisor will introduce themselves after boarding and ask the Flight Attendant when they would like to receive their feedback, after the flight or to give them a call later; and that unannounced audits would follow the same procedures except introductions, etc., would be at the end of the flight. John Parrott asked what their target percentages are, and Henry stated that "100% of Flight Attendants" is their goal, and Sonya said it could be random via computer generation, which would keep track of who had been audited. There was discussion that specific concerns such as safety would generate a "ghost ride," which is different from an audit. Thom McDaniel expressed the Executive Board's concerns over some of the proposed Unaccompanied Minor (UM) language, especially the section that states "during Irregular Operations including aircraft swaps with extended ground time or aircraft swaps with Crew changes, the A Flight Attendant is responsible for the UM(s)" for up to an hour. Paula Gadet stated that she thought between all three Flight Attendants, they would be able to keep track of the UM's, Audrey Stone asked if they had any feedback for the Board regarding Thom's request last month that they look at removing Warning Letters that have been issued to Flight Attendants since the procedure changed. Sonya stated that request was passed on to Mike Mankin, who will be reviewing it. Michael Massoni brought up the need to ensure that the Flight Attendant Manual language change to reflect the "C" Flight Attendant remaining in the front of the aircraft while the "A" is deplaning the UM to ensure our compliance with Minimum Crew. Audrey inquired if they had thought about reviewing all duties assigned to the different Flight Attendant positions to more

accurately reflect real life procedures vs. manual procedures and ensure for adequate distribution of work. Sonya acknowledged that other Flight Attendant's have expressed these same thoughts, and that they would look at it moving forward. Paula said that in a side by side comparison, all three positions have equal responsibilities "on paper." Donna Keith expressed concern over the liability issues that could arise from being responsible of the UM off the aircraft. Bryan Orozco stated that he didn't know that this is the right time to come out with the audit program, immediately following a change in UM procedures, because of the perception Flight Attendants may have. Michael Massoni again reminded the Company of the importance of the Flight Attendants receiving the Specials Report, and asked if they were going to be putting another reminder out to Ground Ops and Inflight. Sonya stated that they had passed on Cuyler's information about cities that have not been distributing the report. When questioned about new Flight Attendant Manuals, Paula said the new estimated date is this summer, and that she is exploring a new cover that is more "green." Thom asked again about updating the Flight Attendant information sheet to reflect nicknames and they said it was a question for Brendon Conlon but he is on vacation. Jimmy West recommended that SWA do away with the rev napkin, as the information is now printed and given to the Pilots, and this could save money. Paula reported that it is still a check and balance system, as well as tradition, and is inexpensive. Michael Massoni informed SWA that we are committed to the ASAP Program, but that the FAA needed to communicate to us if they do not like the language of the Memorandum of Understanding. Paula agreed that they would discuss his concerns at a future meeting.

Karen Amos left the Meeting at 1220 to attend a Meeting with Management.

The Southwest Airlines Management Representatives were excused at 1225.

Michael Massoni left the Meeting at 1225.

Mark Torrez presented an update to the Executive Board about moving the Union's wireless connectivity to AT&T. Mark reported that the move will save the Union money, and the transition will take place during the month of May. Mark **agreed** to communicate instructions to all Board Members on how to get their phones activated, and return their Sprint phones without causing a disruption in services.

Michael Massoni returned to the Meeting at 1235.

Stacy Martin submitted the **2nd Vice President's Report**.

There was discussion regarding the 2nd Vice President's report.

There was discussion regarding the facts presented in the *Unity Update*, and the cost of Stacy Martin's lawsuit against TWU Local 556. John Parrott reported that total cost has exceeded \$19,000 to date, and that the Local has not received any insurance reimbursement yet.

There was more discussion about Stacy Martin's attendance in January. John Parrott **proposed** that Stacy Martin owe eight days time back to TWU Local 556 for the days he was paid and was not in the Union Office or doing Union work. Thom McDaniel **agreed** to consult with Ed Cloutman, Local 556's Attorney, regarding this matter.

Allyson Parker-Lauck and Contract and Leave Coordinator Denny Sebesta came into the Meeting at 1312 to report on CWA enhancements. The Executive Board reviewed the presentation sent by Ron Freer.

Allyson Parker-Lauck and Denny Sebesta left the Meeting at 1327.

There was discussion again regarding Emergency Officer-On Call, and the Board **agreed** Officer's sitting original or traded weeks could work in the Union Office, per the guidelines in the Policy and Procedures Manual.

Todd Gage made a **motion** to adjourn. Audrey Stone **seconded** the motion. The motion **carried**.

Thom McDaniel adjourned the Meeting at 1329.

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

Audrey Stone
TWU Local 556
Baltimore Domicile Executive Board Member