



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

TWU Local 556 Executive Board Meeting March 24th, 25th & 26th, 2009 Synopsis

Tuesday

March 24th, 2009

Thom McDaniel called the Meeting to order at 0830.

TWU Local 556 Executive Board Members present were Thom McDaniel, Stacy Martin, Jerry Lindemann, Brett Nevarez, Allyson Parker-Lauck, Audrey Stone, John DiPippa, Kyle Whiteley, Susan Kern, Crystal Rains and Kevin Onstead.

Michael Massoni was excused to attend the Quarterly TSA Office of Law Enforcement (OLE), Federal Air Marshall Service Security Briefing.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International Department of Legislative and Political Affairs (DLPA).

Cuyler Thompson was excused for vacation (Crystal Rains acted as Recording Secretary in his stead).

Mark Torrez was in en route.

TWU Vice President Gary Drummond was present at the Meeting.

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

Thom McDaniel read aloud the **TWU International Membership Pledge**.

The Board again discussed the new **Online Recurrent Training** and that the Union was addressing numerous reports from Flight Attendants with Inflight Management that the home-study was still taking much longer to complete than reported by Management.

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

Thom McDaniel deferred the Presidents Report.

Stacy Martin presented the **Office Managers Report**. There was no written report submitted.

Allyson Parker-Lauck presented her report as **Board Member at Large**. There was no written report submitted.

Brett Nevarez presented his report as **Board Member at Large** and the **Drug and Alcohol Committee Report**. There was no written report submitted.

Kyle Whiteley presented the **Chicago Domicile Report**. There was no written report submitted.

Acting Recording Secretary Crystal Rains submitted the **Oakland Domicile Report** for Mark Torrez:

Mark began his report by stating that things have quieted down in OAK since last month. There have been a few fact finding meetings conducted by Shop Stewards but as far as he knows no terminations. He continued by stating that he is beginning to promote a new parking option for Flight Attendant's. A private parking company has offered to beat the Port of Oakland's parking rates by \$10/month. FA's will have to park across the street from the old employee lot off Swan Way. However, they offer a 24 hour shuttle that will drop off right outside the terminal with buses every 10-15 minutes. This parking lot also has controlled access (it's gated) and has an attendant at all times. The check in computers behind gate 24 have been well received and highly utilized by the Flight Attendant's. Mysteriously, the printer attached to those two computers always seems to work. The Port of Oakland has resumed the final phase of the terminal improvements in the original Terminal 2. They are in the process of converting the old bar/cafe/roundtable pizza area into two restaurants and a food court that will house additional options including another Mexican restaurant, an Asian themed restaurant, and a food court with Burger King, Subway, and a yogurt shop. Once this project is done, the entire Terminal we serve which includes Terminal 2 and Terminal 2X will have been renovated, and the nice, new, cozy (translated small) Lounge will still be in the boon docks for no one to enjoy. Mark finished his report by stating that all publications have been distributed, the Red Rack is neat and orderly, and his Glass Case is up to date and proudly showcasing our Local's presence in Minneapolis, despite what the BOE has done to it over the last month.

Susan Kern presented the **Orlando Domicile Report**. There was no written report submitted.

John DiPippa presented the **Phoenix Domicile Report**. There was no written report submitted.

Kevin Onstead presented the **Las Vegas Domicile Report**. There was no written report submitted.

There was discussion regarding the **Board of Election** (BOE) and their postings in the Union's Glass Cases during the recent Executive Board Elections.

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

The Baltimore base has had a steady activity of fact finding Meetings during the last month. We are still seeing a lot of write ups, many from employees in another department. Most have resulted in either no discipline or warnings. We have had one suspension, and a couple of Step 2 Meetings that were the result of FTR's. These have been concerning because they were received due to cancellations of a Flight Attendant's originating flight. The check in times

remain at the original time, which is sometimes hours before the new scheduled push time. Scheduling has not been consistent with if and how they attempt to notify the Flight Attendants when this happens. BWI Shop Steward Stephanie Roberts attended the SWA Safety Meeting on March 17th. All publications are up to date and distributed.

Crystal Rains presented the **Houston Domicile Report**. There was no written report submitted.

Kyle Whiteley presented the **Scheduling Committee Report**. There was no written report submitted.

Allyson Parker-Lauck presented the **Education/Scholarship Committee Report**. There was no written report submitted.

Crystal Rains presented the **Professional Standards Committee Report** for Western Chair, Lorie Powell:

<i>Total Calls</i>	<i>8</i>	
<i>Worked</i>	<i>8</i>	
<i>Gone to Management</i>	<i>1</i>	<i>(this is in worked total)</i>

I got no response to the Recruitment Article in the Unity. A Flight Attendant that I flew with might be interested but hasn't decided. No phone calls re: no pay on trips; 1 call was no pay for crash pad. I will be LAS based starting in April. I am very excited about getting commutable trips and meeting lots of new Flight Attendants.

Allyson Parker-Lauck presented the **Publications Committee Report**. There was no written report submitted.

The Board took a break at 0946 and reconvened at 1000.

Executive Board Members present were Thom McDaniel, Stacy Martin, Jerry Lindemann, Brett Nevarez, Allyson Parker-Lauck, Audrey Stone, John DiPippa, Kyle Whiteley, Susan Kern, Crystal Rains and Kevin Onstead.

Michael Massoni was excused to attend the Quarterly TSA Office of Law Enforcement (OLE), Federal Air Marshall Service Security Briefing.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International Department of Legislative and Political Affairs (DLPA).

Cuyler Thompson was excused for vacation (Crystal Rains acted as Recording Secretary in his stead).

Mark Torrez was in en route.

TWU Vice President Gary Drummond was present at the Meeting.

Southwest Airlines Management Representatives Sonya Lacore, Mike Hafner, Mike Mankin and David Curry entered at the Meeting at 1005.

Mike Hafner thanked the Union for partnering with them to address the reserve obligation issue-through their RBF and our hotline. He stated that he appreciated that. He stated that they will be cutting one hour (approximately 58 minutes) out of the RT online module, and that they anticipate the change to be implemented during the next week. Mike and Thom McDaniel discussed the settlement that Naomi Hudson had offered to those who took the longer version during the 1st quarter. Mike agreed that the three of them would try to meet soon to resolve the issue. Thom stated that Audrey Stone is currently taking the online module, and pointed out today that if you just add up each section, it comes to 4 hours and 20 minutes, without any testing time figured in, and that this is not what the Union agreed to. Kyle Whiteley brought up that there is still confusion regarding boarding and crew change procedures. He said the message being sent out by Supervisors is that you have to call Scheduling to be released even when there are no through passengers. Susan Kern stated that Ops Agents are still pre-loading the jetbridge, and that they do not seem to be aware that the FAA considers boarding to have commenced at that point. She discussed a particular flight and conversation she had with Ops and a Station Trainer who stated he "had never heard such a thing", and said she submitted an IR and ASHDI report. David Curry stated that it is not really the FAA but TSA who governs that part, because of them conducting secondary screening on passenger bags. Audrey Stone inquired again about the conflicting language in the manual regarding the latest bulleting about crew changes on 8.6.1 vs. the language about scheduled aircraft swaps with crew change on 8.6.3. She and David agreed to review the language to clarify proper procedures. Thom McDaniel said he had received a call about SWA selling stuff on the flight, and inquired if the Flight Attendants will have anything to do with this, including the new Wi-Fi service. Mike Hafner stated that the F/A's will not have anything to do with the internet charges, and that customers will be charged as they login. He also stated that the media jumped on the story about SWA selling food, and said they do not have any plans to implement any changes at this time. He said it is purely speculation and rumor, and pledged "we will come to y'all first". Thom inquired as to if there had been any fix on the reserve days and the issue of how they appear in give away. Mike Mankin agreed to follow up with Brendan Conlon and have him get back to us. John DiPippa stated that he wanted to let them know that Steve is doing a great job as Base Manager, and handled a situation really well the other day. Kyle said that planes are not being met by designated "Sweepers" and that in the frantic time of activity as deplaning begins, kids are running off. Mike Mankin said he has spoken to Ground Ops about the importance of communicating with the Flight Attendants. He said the Sweepers role is not to be down in the jetway, but that Ops should exchange information with the F/A's, take the UM, and deliver them to the Sweeper at the top of the jetway. It was discussed that sometimes Ops darts off and is unable to receive the UM. John DiPippa requested that Ops be reminded to sign for the UM immediately, and Hafner stated "we'll let them know". Thom brought up rumors about appearance standards changing, and David Curry confirmed there are changes coming soon. He said he believes there are too many choices, and that the results of the Employee Survey said employees feel like people are sloppy in their uniforms. John DiPippa asked if Briefing Days were coming back, and David said he didn't think it would happen; that they may do something similar but not what it was in the past. Audrey Stone stated that she would like for the Company to enforce the current Appearance Standards before they increase restrictions. Mike Hafner agreed, and said they have not been holding Employees accountable. He stated "we own that." Susan Kern mentioned the disappointment people have had with the navy pants not matching the blazer, and David Curry reported that there will be optional pants coming out made of a material more similar to the blazer. Thom stated that we do not have "optional" uniform pieces, merely "choices". John requested that if they are going to crack

down on Flight Attendants, they also address Ground Ops. Mike Hafner said they are going to do their best to reach both groups, and David Curry said that maybe our standards don't have to be exactly the same. He said they are working with CINTAS to identify items that are not being ordered at all, to get rid of those choices.

Southwest Airlines Management Representatives were excused at 1048.

Audrey Stone returned to the Meeting after conferring with David Curry outside of the Executive Board Room and confirmed that only one Flight Attendant has to remain with the plane in the event of scheduled ground time with a crew change, and that the other two Flight Attendants may leave to move to the next gate. She also said that David Curry had agreed to relay this to Ground Ops and that the recent bulletin referred to Crews ending their duty day only.

Kyle Whiteley presented the **Survey Committee** report. No written report was submitted.

Susan Kern presented the **Shop Steward Committee** report. No written report was submitted.

Crystal Rains presented the **TWU Air Transport Division Working Women's Committee** for Committee Member Catherine Dusek:

I would like to take this opportunity to thank Local 556 for inviting me to attend the TWU ATD Working Women's Committee Meeting on February 23rd and 24th. The Meeting proved to be invaluable time spent. I am a Flight Attendant going on my 8th year with Southwest Airlines. Having recently moved into the Dallas area, I am looking forward to renewed opportunities to be involved in Union activities. During the two day Meeting, the Working Women's Committee showed itself to be thought provoking, progressive, informative, and challenging. The Meeting convened Monday morning with over twenty-five women representing no fewer than nine different Locals from many different cities. After introductions and a call to order, we were introduced to officers Benson and Carroll. They have both previously served with the Fort Worth Police Department in various divisions. They gave a very eye opening and informative presentation on Personal Situational Awareness. The focus was prevention of violence against women. Both men elaborated on how, through the use of instinct and "red flag" signals, women can recognize violent behavior in men before they fall victim to it. As Flight Attendants, we are exposed to new people in new situations, and in different surroundings almost every day. The PSA presentation has definitely helped elevate my sense of awareness and hopefully my ability to respond to potentially threatening situations in the future. A second presentation was hosted by Ms. MelRay Leonard. Ms. Leonard presented some much needed facts and advice about which direction to go with 401K's and similar savings plans. In these uncertain economic times, I found her style and candor to be very helpful. Ms. Leonard gave our committee the benefit of an economics and investment planning 101 class. The timing for financial direction and information could not have been better. Any person who is a member of a TWU right now, especially within an airline, is forced to recognize the volatility of this industry. The Working Women's Committee could not have found a more prudent speaker or subject for this 2009 Meeting. The presenters at the WWC Meeting were extremely engaging and informative. However, the real "meat" of the meeting comes from the members themselves. Throughout the two day period, each member presented a report to the committee regarding the status of work, workers, and work conditions from their respective areas. Many members of the TWU ATD are really struggling at this time. The

Working Women's Committee provides a much needed sounding board for the various issues being dealt with by our members from across the country. These issues range from layoffs to forced re-locations. I feel fortunate that we as Southwest employees have not had to confront the worst of these possibilities. Toward the end of the second day, Peggy Olstein-Wiedman provided the group with a Legislative update. Getting involved with the TWU ATD at the legislative level seems to me to be of the greatest importance. Mrs. Olstein-Wiedman highlighted accomplishments and challenges our Unions have dealt with recently. These include, but are not limited to, the signing into law of the Fair Pay Act by President Obama and the appointment of Hilda Solis to the Office of Secretary of Labor. When I contacted Gwen Dunivent a couple weeks ago regarding the TWU Air Transport Division Working Women's Committee, I certainly did not expect to be so involved so quickly. I could not be more excited about my plans to stay active and involved with our own TWU Local 556 and the Working Women's Committee. I dare say I am happy to have jumped in with both feet, and there is no turning back now. I look forward to my next opportunity to work with my Local 556.

Stacy Martin returned to the Meeting at 1052.

Kyle Whiteley left the meeting at 1103 to speak with a MDW Member.

John DiPippa left the Meeting at 1110.

Allyson Parker-Lauck left the Meeting at 1111 to attend to publications/printing issues.

Thom McDaniel left the Meeting at 1116.

Stacy Martin chaired the Meeting.

Board business stopped due to lack of a quorum.

Thom McDaniel returned to the Meeting at 1118.

Board Business resumed.

Crystal Rains presented the **February 2009 Executive Board Meeting Minutes** for review. The Board reviewed and made corrections to the Minutes.

Jerry Lindeman presented the updated AFL/CIO, CLC per capita figures. The Board agreed that Jerry Lindemann would again recalculate the figures detailing the number of Flight Attendants living in each state where the Flight Attendant Domiciles were located and the suggested per capita to be paid to the corresponding State AFL/CIO Chapters and Central Labor Councils. Jerry Lindemann agreed to recalculate and present the figures later in the Meeting.

Allyson Parker-Lauck returned to the Meeting at 1121.

Kyle Whiteley returned to the Meeting at 1121.

John Dipipa returned to the Meeting at 1123.

There was discussion regarding **Colonial Long Term Care insurance**.

Cuyler Thompson entered the Meeting at 1135.

The Board went to lunch at 1140 and reconvened at 1305.

Executive Board Members present were Thom McDaniel, Stacy Martin, Cuyler Thompson, Brett Nevarez, Allyson Parker-Lauck, John DiPippa, Kevin Onstead, Kyle Whiteley, Susan Kern, Audrey Stone and Crystal Rains.

Michael Massoni was excused to attend the Quarterly TSA Office of Law Enforcement (OLE), Federal Air Marshall Service Security Briefing.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International Department of Legislative and Political Affairs (DLPA).

Mark Torrez was in en route.

TWU Vice President Gary Drummond was present at the Meeting.

Grievance Chair John Parrott was a guest at the Meeting.

John Parrott submitted the **Grievance Committee Report**:

*As of Friday, March 20th, there are a total of **148** active grievances. The Grievance breakdown is as follows:*

<i>Termination Cases:</i>	<i>16</i>	<i>-</i>	<i>10.8%</i>	<i><u>From February 21st – March 20th</u></i>
<i>Contract:</i>	<i>78</i>	<i>-</i>	<i>52.7%</i>	<i>Grievances Filed: 24</i>
<i>Non Termination:</i>	<i>31</i>	<i>-</i>	<i>20.9%</i>	<i>Withdrawn: 10</i>
<i>Groups:</i>	<i>23</i>	<i>-</i>	<i>15.5%</i>	<i>Settled: 2</i>

On March 26th, 5 of our Grievance Specialists will be attending a grievance processing and advanced advocacy class at the Southwest Region of the National Academy of Arbitrators in Houston.

Kyle Whiteley was excused for Union Business at 1315.

Cuyler Thompson made a **motion** to proceed on a Grievance. Susan Kern **seconded** the motion. The motion **carried**.

Jerry Lindemann returned to the Meeting at 1325.

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

Susan Kern made a **motion** not to proceed on a Grievance. Brett Nevarez **seconded** the motion. The motion **did not carry**.

Allyson Parker-Lauck made a **motion** to proceed on a Grievance. Kevin Onstead **seconded** the motion. The motion **carried**.

Cuyler Thompson made a **motion** to proceed on a Grievance. Kevin Onstead **seconded** the motion. The motion **carried**.

Brett Nevarez made a **motion** not to proceed on a Grievance. Kevin Onstead **seconded** the motion. The motion **carried**.

Audrey Stone made a **motion** to proceed on a Grievance. Stacy Martin **seconded** the motion. The motion **carried**.

Kyle Whiteley returned to the Meeting at 1440.

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

The Board took a break at 1500 and reconvened at 1515.

Executive Board Members present were Thom McDaniel, Jerry Lindemann, Cuyler Thompson, Brett Nevarez, Allyson Parker-Lauck, John DiPippa, Kevin Onstead, Kyle Whiteley, Susan Kern and Audrey Stone.

Michael Massoni was excused to attend the Quarterly TSA Office of Law Enforcement (OLE), Federal Air Marshall Service Security Briefing.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International DLPA.

Mark Torrez was in en route.

Crystal Rains was excused for personal reasons.

Stacy Martin was absent.

Garry Drummond and John Parrott were guests at the Meeting.

Stacy Martin returned to the Meeting at 1522.

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

Audrey Stone made a **motion** to proceed on a Grievance. Kyle Whiteley **seconded** the motion. The motion **carried**.

Stacy Martin made a **motion** to proceed on a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

Stacy Martin made a motion to revisit a Grievance. Kyle Whiteley seconded the motion. The motion **did not carry**.

Kyle Whiteley and Thom McDaniel left the Meeting at 1347.

Stacy Martin chaired the Meeting.

Allyson Parker-Lauck made a **motion** not to proceed on a Grievance. Brett Nevarez **seconded** the motion.

Kyle Whiteley and Thom McDaniel returned to the Meeting at 1348.

The motion on the floor **carried**.

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

Kyle Whiteley recused himself from the discussion regarding a Grievance at 1354.

Kevin Onstead made a **motion** to proceed on a Grievance. Brett Nevarez **seconded** the motion.

Allyson Parker-Lauck recused herself from the discussion regarding a Grievance at 1602.

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

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

John Parrott was excused at 1627.

Allyson Parker-Lauck and Kyle Whiteley returned to the Meeting at 1630.

Jerry Lindeman again presented updated AFL/CIO and CLC per capita figures. The Board **agreed** that Jerry would recalculate the figures detailing the number of Flight Attendants living in each state where the Flight Attendant Domiciles were located and the suggested per capita to be paid to the corresponding State AFL/CIO Chapters and Central Labor Councils. Jerry Lindemann **agreed** to recalculate and present the figures at the April Executive Board Meeting for examination. The Board **agreed** to make the final decision regarding the AFL/CIO and CLC per capita during the next Meeting.

Jerry Lindemann made a **motion** to recess the Meeting. Stacy Martin **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1700.

Wednesday

March 25th, 2009

Thom McDaniel called the Meeting to order at 0830.

Executive Board Members present were Thom McDaniel, Stacy Martin, Cuyler Thompson, Brett Nevarez, Allyson Parker-Lauck, Audrey Stone, Mark Torrez, Susan Kern, Kyle Whiteley, Kevin Onstead and John DiPippa.

Michael Massoni was excused to attend the Quarterly TSA Office of Law Enforcement (OLE), Federal Air Marshall Service Security Briefing.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International DLP.

Crystal Rains was excused for personal reasons.

Jerry Lindemann was excused for Union Business.

Gary Drummond was present at the Meeting.

The Board discussed progress made on **Project Redesign 2009**.

Thom McDaniel submitted three pieces of **correspondence** for review.

Stacy Martin made a **motion** to donate \$100 to the Turn Around America Media Fund. Mark Torrez **seconded** the motion. The motion **carried**.

John DiPippa made a **motion** to donate \$100 to Amy's Angels. Audrey Stone **seconded** the motion. The motion **carried**.

Cuyler Thompson made a **motion** to help fund the lunch for the next regular Arizona AFL/CIO quarterly meeting to be held on Thursday June 18th, 2009 in Phoenix for an amount not to exceed \$250.00. Allyson Parker-Lauck **seconded** the motion. The motion **carried**.

The Board discussed the cost of rental cars.

Stacy Martin **agreed** to speak with Keenan Ryan regarding her position as Executive Membership Coordinator.

John Parrott and Grievance Team Member Chris St. Julian entered the Meeting at 0905 to discuss the merits of a Grievance.

Jerry Lindemann entered the Meeting at 0906.

Thom McDaniel left the Meeting at 0925.

Stacy Martin chaired the Meeting.

Thom McDaniel returned to the Meeting at 0928.

A Grievant entered the Meeting at 0930 to discuss the merits of the Grievance.

Chris St. Julian and the Grievant were excused at 0945.

Kyle Whiteley made a **motion** to proceed on a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

John Parrott was excused at 0955.

The Board took a break at 0955 and reconvened at 1015.

Executive Board Members present were Thom McDaniel, Stacy Martin, Cuyler Thompson, Brett Nevarez, Allyson Parker-Lauck, Audrey Stone, Mark Torrez, Susan Kern, Kyle Whiteley, Kevin Onstead, and John DiPippa.

Michael Massoni was excused to attend the Quarterly TSA Office of Law Enforcement (OLE), Federal Air Marshall Service Security Briefing.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International DLPA.

Crystal Rains was excused for personal reasons.

Jerry Lindemann was excused for Union Business.

Garry Drummond was a guest at the Meeting.

The Board reviewed and updated the **TWU Local 556 2009 Strategic Plan**.

Mark Torrez was excused to make copies at 1111.

Jerry Lindemann and Michael Massoni entered the Meeting at 1112.

Thom McDaniel left the Meeting at 1113.

Michael Massoni chaired the Meeting.

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

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

Aviation Safety & Health Data Base (ASHDI) – Reports Under Review = 4:

Report	Acceptance Deadline
ASHDI 1662 (OJI-SAFETY RELATED)	Fri 5/22/2009
ASHDI 1665 (CRM)	Wed 6/10/2009
ASHDI 1670 (AIR QUALITY INCL. TEMP)	Tue 6/16/2009
ASHDI 1671 (AVIATION SAFETY & SECURITY)	Thu 6/18/2009

ASHDI Incident Reports received to date:

All Sponsor Unions / TWU = 3300+ / 243

Accepted Reports to date (TWU) =160

See Attached Detail

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

01/02/09 through 03/20/09 = 315

Emergencies Declared = 44

ALL OF 2009 to Date = 315

ALL OF 2008 = 940

ALL OF 2007 = 940

*The 1st Quarter 2009 Safety Representative Meeting was held on March 17th. In attendance representing the TWU 556 Safety Team were: Michael Massoni, Crystal Rains, and Stephanie Roberts, Michele Moore, John Dipippa, Mark Torrez and Susan Kern. Topical details included: **Door Procedures:** There is a laminated card in the Safety Case and a suggestion was made to put it in each of the jetways. A memo was just put out to Ground Ops reminding them to open the doors. Ground Ops has concerns that Flight Attendants are not cracking the doors enough. Michael Massoni says to hold the door just enough to allow Ground Ops to grab the Assist Handle to open the door.*

Beer Kit Procedures:

No new updates.

FDA Enhancements:

No new updates.

Fatigue Study:

In phase of doing field studies and it was reported that it is moving slower than anticipated.

Air Quality Study:

The testing is complete and it went smoothly.

Safety Days---Jamie Willard

The plan is to have lounge mobilizations in each base after the quarterly Safety Meeting.

The schedule is as follows: 1st one in April, 2nd one in July, 3rd one in October.

Jamie also discussed having an Inflight Health and Safety Fair in each base. MDW Base Manager Dave Kissman is the point person on this and the next fair is on 3/26 at MDW.

Possible topics/people to bring in are: local health clubs, self defense, and the TSA.

Top 5 Injuries 2009 (YTD)

<i>Turbulence</i>	<i>(\$109,884.96)</i>
<i>Object being lifted or handled</i>	<i>(\$80,312.65)</i>
<i>Slip/Trip/Fall</i>	<i>(\$62,825.00)</i>
<i>Pushing/Pulling</i>	<i>(\$33,742.85)</i>
<i>Misc-other than physical</i>	<i>(\$19,575.00)</i>

2008 looked similar to 2009 (YTD) with the top five being as follows:

<i>Objects being lifted or handled</i>	<i>(\$1,367,894.25)</i>
<i>Turbulence</i>	<i>(\$1,325,015.22)</i>
<i>Slip/Trip/Fall</i>	<i>(\$609,095.72)</i>
<i>Pushing/Pulling</i>	<i>(\$388,632.21)</i>
<i>Collision with a fixed object</i>	<i>(\$262,891.86)</i>

Top 5 Galley Injuries in 2008

Kit Issues (20 incidents reported) at a cost of \$230,774.08
Stocking Issues-falling cans or stuck drawers (13 incidents reported) at a cost of \$64,181.55

Slip or fall due to wet floor (3 incidents reported) at a cost of \$44,173.00
Hit Head on ground (2 incidents reported) at a cost of \$18,090.10
Cut knee on kit (1 incident reported) at a cost of \$15,272.00
****I am assuming that the numbers listed above are the actual costs that SWA paid out to settle claims with employees that were injured. ****

Safety Reporting System (SRS)

Rolling out at the end of the month.

Poster will either be in Safety Case and/or on wall in lounge. Discussion of adding this program to the Inflight Tab on SWALife to increase Flight Attendant familiarity and use of it. Cards provided to attach to ID with instructions on how to get to SRS. Program is similar to the program used to type up IR's. Ability to submit an anonymous Safety Incident/Infraction—can't save these reports. Draft Reports saved for 30 days.

Miscellaneous Notes

Don't leave the forward galley trash can door open if Provo is coming.

Digital Blood Pressure Monitors are not possible at this time due to cost and batteries.

Discussion on various submitted ideas/suggestions.

OPEN DISCUSSION ITEMS:

Injury Statistics for all of 2008 and 2009 YTD (see attachments)

Inflight Monthly Score Card (January 09)

Top 5 Injuries (YTD)

Top 5 Injuries (2008)

Turbulence Injuries (2006, 2007, 2008 Comparative)

Galley Injuries Detail (2008)

Lifting Injuries Detail (2008)

System Wide Injury Summary and Trend Review (2005-2008)

TWU International Safety Department Task Force

Ed Watt – Mark Johnson – Michael Massoni

April 21, 22, 23 Training Sessions

Local 556 Participation

Review of Flight Ops Mountain Wave Turbulence and Crew Communications in Turbulent Conditions Documents (see attachments)

STANDING MEETINGS:

Monday April 6th, 2009 – Thursday April 9th, 2009 Coalition of Flight Attendants

Legislative and Bargaining Session

Thursday April 16th, 2009 – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards

Friday April 24th, 2009 – Thursday April 30th, 2009 – Global Cabin Air Quality Executive (GCAQE)

Mark Torrez returned to the Meeting at 1118.

Thom McDaniel returned to the Meeting at 1122.

Allyson Parker-Lauck was excused for Union Business at 1127.

Allyson Parker-Lauck returned to the Meeting at 1135.

The Board discussed the upcoming Colonial Insurance Enrollment period.

Domicile Executive Board Members (or their designees) **agreed** to meet with Lori Whittaker and the Insurance Enrollers during the coming weeks at their respective Flight Attendant Lounges to ensure a smooth enrollment period.

The Board discussed the wireless router in the Local's Union Office and **agreed** that Michael Massoni would upgrade the hardware necessary to ensure that wireless access was available in all areas of the Office.

Michael Massoni reported that he was still waiting for the hardware necessary to move forward with the project for Expanded Customer Service.

Jerry Lindemann **agreed** to solicit bids for the necessary re-write of the Local's Dues Database caused when Southwest Airlines changed their software recently.

Michael Massoni **agreed** to contact Allied, the Local's Website Provider, for a quote on the Dues Database.

The Board held the Quarterly Executive Board/Grievance Team and Office Staff Meeting during a working lunch at 1220 and reconvened at 1400.

Executive Board Members present were Thom McDaniel, Michael Massoni, Stacy Martin, Jerry Lindemann, Cuyler Thompson, Brett Nevarez, Kyle Whiteley, Susan Kern, Mark Torrez, Audrey Stone, John DiPippa and Kevin Onstead.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International DLPA.

Crystal Rains was excused for personal reasons.

Allyson Parker-Lauck was excused for Union Business.

John Parrott and Garry Drummond were guests at the Meeting.

Cuyler Thompson made a **motion** to proceed on a Grievance. Kyle Whiteley **seconded** the motion. The motion **carried**.

Grievance Team Member Sara King entered the Meeting at 1413 to discuss the merits of the Grievance.

A Grievant entered the Meeting at 1425 to discuss the merits of the Grievance.

Sara and the Grievant were excused at 1436.

Allyson Parker-Lauck returned to the Meeting at 1440.

Susan Kern made a **motion** to proceed on a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

The Board took a break at 1438 and reconvened at 1517.

Executive Board Members present were Thom McDaniel, Michael Massoni, Stacy Martin, Jerry Lindemann, Cuyler Thompson, Allyson Parker-Lauck, Brett Nevarez, Audrey Stone, Mark Torrez, Kyle Whiteley, Susan Kern, Kevin Onstead and John DiPippa.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International DLPA.

Crystal Rains was excused for personal reasons.

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

Thom McDaniel reported that he, along with HOU DEBM Crystal Rains and Coordinating Council Member Donna Keith, had held several meetings in the "Twin Cities" with the media, local lawmakers, and labor leaders on March 4-6, the week before Southwest Airlines began flight service to Minneapolis. Our Union also ran advertisements on MPR (Minnesota Public Radio) and another radio station to promote SWA's entrance into the market as well as the good labor relations between the Southwest Airlines and its Unions. The visits and ads were very well received. Minneapolis has experienced toxic labor relations between Northwest Airlines and its labor unions and is genuinely excited to see the stark difference especially since Southwest is the most heavily unionized airline in the industry. Visits and interviews were coordinated by Karen Shultz and Jamie Horwitz and generated good publicity for Local 556 and Southwest Airlines. Thom attended the American Bar Association Transportation Winter Meeting in San Francisco on March 11 and 12 to participate in a panel discussion regarding labor relations at Southwest Airlines. Other panel members were SWAPA President Carl Kuwitzky, SWA Vice President of Labor Relations Joe Harris, and SWA Labor Relations Attorney Christina Bennett. The panel was moderated by NMB Senior Mediator Pat Sims. The panel consisted of brief statements by all panel members and a "Q and A" session from the participants. The presentation was very well received and left a good example of the vast differences between labor relations at Southwest Airlines and other companies. Thom reported that he continues to work with both the Grievance and Board of Adjustment/Arbitration Teams to resolve issues. Grievances have been creeping up and we will need to begin to slate as many as possible for BOA and Arbitration since the Company is unwilling to settle most of them. Thom will be testifying by telephone in an arbitration for the APFA which represents American Flight Attendants on March 26. The issue is a Flight Attendant who was terminated for stealing garbage off the aircraft. Thom will be representing TWU Local 556 March 31-April 2 at the National Labor College in Silver Spring, Maryland for a TWU International Strategic Planning Conference. Discussion items will be legislative and organizing goals for the International and how they will be accomplished as well as the involvement of and benefit for our Members. Thom and Michael Massoni will participate in the Coalition of Flight Attendants Legislative and Strategic Bargaining Meeting at the International Association of Machinists (IAM) William W. Winpisinger Education and Technology Training Center at Placid Harbor in Hollywood, MA on April 6-9. Items to be discussed will be Flight Attendant legislative goals and issues as well as an update and workshops on last year's Strategic Bargaining meeting and important contractual issues at all carriers. The meeting is being hosted by the IAM and will

also be attended by Association of Flight Attendants (AFA), Associations of Professional Flight Attendants (APFA), International Brotherhood of Teamsters (IFT) and the United Steelworkers of America (USW). Thom requested to be excused from flying for the first quarter Bylaw requirement due to being very busy with Negotiations, Membership Meetings, and the lack of available flying in Open Time and TT/Giveaway. This is the first time in 9 years that that Thom has asked to be excused. Thom feels that at a time when there is a shortage of flying for on line Flight Attendants as well as a crucial time in the Negotiation process, he should focus his time on the Contract and allow Flight Attendants every opportunity to pick up available pairings. Thom reported that he has been working hard with the Negotiating Team and Southwest Airlines. Although we have been very close on economic items for quite a while, there are many important items that the team stood strong on for our Members. That is why we are excited to notify our Executive Board that we have reached a Tentative Agreement with Southwest Airlines and will be presenting it for review by the Executive Board and approval by 2/3 vote to send it to our Membership for ratification.

Denny Sebesta, Don Shipman, Val Lorien and Cindy Ritner, of the TWU Local 556 Negotiating Team, entered the Meeting at 1530 to present a **Tentative Agreement on the Contract** between the Flight Attendants of Southwest Airlines and the Southwest Airlines Company. There was discussion.

The Board took a break at 1645 and reconvened at 1650.

Executive Board Members present were Thom McDaniel, Michael Massoni, Stacy Martin, Jerry Lindemann, Cuyler Thompson, Allyson Parker-Lauck, Brett Nevarez, Audrey Stone, Mark Torrez, Kyle Whiteley, Susan Kern, Kevin Onstead and John DiPippa.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International DLPA.

Crystal Rains was excused for personal reasons.

The Executive Board continued to review the proposed **Tentative Contract Agreement**.

Stacy Martin was excused for personal reasons at 1725.

Jerry Lindemann made a **motion** to recess. Michael Massoni **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1819.

Thursday

March 26th, 2009

Thom McDaniel called the Meeting to order at 0830.

Executive Board Members present were Thom McDaniel, Michael Massoni, Stacy Martin, Jerry Lindemann, Cuyler Thompson, Brett Nevarez, Allyson Parker-Lauck, Crystal Rains, Audrey Stone, Mark Torrez, Susan Kern, Kevin Onstead and John DiPippa.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International DLPA.

Kyle Whiteley was excused for Union Business.

Garry Drummond was a guest at the Meeting.

The Executive Board continued to review the proposed **Tentative Contract Agreement** presented to them by the Local's Negotiating Team the previous day.

Michael Massoni left the Meeting at 0905.

Michael Massoni returned to the Meeting at 0920.

Kyle Whiteley entered the Meeting at 0927.

Jerry Lindemann left the Meeting at 0938.

Allyson Parker-Lauck made a **motion** that the Executive Board approves the Tentative Agreement for presentation to the Membership. Kyle Whiteley **seconded** the motion. The motion **carried**.

The Board took a break at 1030 and reconvened at 1100.

Executive Board Members present were Michael Massoni, Stacy Martin, Jerry Lindemann, Cuyler Thompson, Brett Nevarez, Allyson Parker-Lauck, Crystal Rains, Audrey Stone, Mark Torrez, Kyle Whiteley, Kevin Onstead and John DiPippa.

Thom McDaniel was excused for Union Business.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International DLPA.

Jerry Lindemann submitted the **January 2009 TWU Local 556 Financial Report** for review.

Brett Nevarez made a **motion** to approve the January 2009 TWU Local 556 Financial Report. Kevin Onstead **seconded** the motion. The motion **carried**.

Jerry Lindemann left the Meeting at 1123.

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

Jerry Lindemann returned to the Meeting at 1130.

Kyle Whiteley was excused for Union Business at 1155.

Jerry Lindemann left the Meeting at 1201.

John DiPippa made a **motion** to approve the February 2009 Executive Board Meeting Minutes. Susan Kern **seconded** the motion. The motion **carried**.

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

John DiPippa made a **motion** to approve the February 2009 Executive Board Meeting Synopsis. Brett Nevarez **seconded** the motion. The motion **carried**.

Michael Massoni noted that due to lack of trips in the Flight Attendant Open Time and Trip Trade/Give Away sections of CWA and his busy schedule, he was requesting to be excused from compliance with TWU **Local 556 Bylaw Article VII (g)** for the first quarter of 2009.

Stacy Martin asked to be excused from compliance with TWU Local 556 Bylaw Article VII (g) for the first quarter of 2009.

Jerry Lindemann made a **motion** to excuse Thom McDaniel from compliance with TWU Local 556 Bylaw Article VII (g) for the first quarter of 2009. Mark Torrez **seconded** the motion. The motion **carried**.

Allyson Parker-Lauck made a **motion** to excuse Michael Massoni from compliance with TWU Local 556 Bylaw Article VII (g) for the first quarter of 2009. Brett Nevarez **seconded** the motion. The motion **carried**.

Jerry Lindemann made a **motion** to excuse Stacy Martin from compliance with TWU Local 556 Bylaw Article VII (g) for the first quarter of 2009. John DiPippa **seconded** the motion. The motion **carried**. Allyson Parker-Lauck left the Meeting at 1218.

There was discussion regarding the request that Stacy Martin, the Local's Office Manager, provide the Executive Board with detailed information regarding the Sick Time and Vacation days used during the last year by the Local's Full-Time Officers.

There was discussion regarding why Stacy Martin was unable to provide the information.

The Board postponed discussion regarding the matter until after lunch.

The Board went to lunch at 1228 and returned at 1400.

Executive Board Members present were Michael Massoni, Jerry Lindemann, Cuyler Thompson, Allyson Parker-Lauck, Brett Nevarez, Crystal Rains, Audrey Stone, Mark Torrez, Kyle Whiteley, Susan Kern, Kevin Onstead, and John DiPippa.

Thom McDaniel was excused for Union Business.

Gwen Dunivent was excused from the Meeting to attend training in the TWU International DLPA.

Stacy Martin was excused for Union Business.

Garry Drummond was a guest at the Meeting.

There was discussion regarding the procedures for bidding among the Office Staff and Grievance Team and **agreed** that bidding on the Executive Board should be handled the same way.

Kyle Whiteley made a **motion** that for bidding purposes, Executive Board Seniority, determined by consecutive months on the Board, would be used to determine bidding order instead of Flight Attendant Seniority with the President bidding first. Kevin Onstead **seconded** the motion. The motion **carried**.

Mark Torrez discussed with the Board the progress of the **Executive Board Transition Committee**.

The Board discussed the upcoming training necessary for Union Leaders to accurately inform the Membership via the Local's temporary call-center, Lounge Mobilizations and the upcoming Ratification Meetings.

Thom McDaniel returned at 1432.

There was discussion regarding the fact that the Local's Grievance Team and Staff Members could not be held accountable for their attendance when the Local's Full-Time Officers were not. It was discussed that attendance information had not been included in the Local's Office Manager Report as requested numerous times by the Executive Board.

Thom McDaniel left the Meeting at 1440.

Michael Massoni chaired the Meeting.

Cuyler Thompson made a **motion** to adjourn. Jerry Lindemann **seconded** the motion. The motion **carried**.

Michael Massoni adjourned the Meeting at 1441.

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

A handwritten signature in black ink, appearing to read 'C. Thompson', with a horizontal line extending to the right.

Cuyler Thompson
Recording Secretary