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

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TWU Local 556 Executive Board Meeting
May 12th – 15th, 2009
Synopsis

Tuesday

May 14th, 2009
Thom McDaniel called the Meeting to order at 0830.

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting and officially administered the Oath of Office as required upon the installation of Officers of the Transport Workers Union of America.

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

Bryan Orozco read aloud the **TWU International Membership Pledge**.

TWU Local 556 Strategic Advisor, Attorney Mark Richard entered the Meeting at 0834.

The Executive Board discussed the importance of, and the Executive Board's responsibility to uphold, the TWU Local 556 Confidentiality Agreement which all Executive Board Members had signed.

Mark Richard left the Meeting at 0910.

Thom McDaniel submitted the **Presidents Report**:

> *Thom reported that since the last Executive Board Meeting, he had been very busy with the informational campaign on the Tentative Agreement. Thom attended two informational meetings in every Domicile. Although attendance was not heavy in the meetings, this was attributed to the accessibility of information on the website, DVD's, Lounge Educators, and the Call Center. For the most part, reaction to the Tentative Agreement seems positive and Thom thanked the Executive Board, Coordinating Council, Negotiating Team and mostly the Contract Educators for their hard work in providing our Membership with the information they need to make an educated vote. Voting will close on May 18 with the results announced the same day. Thom and Michael Massoni attended the Southwest Airlines Labor Summit on April 16. Topics of discussions were the Tentative Agreement ratified by*

Local 555 as well as the TA's being voted on by TWU Local 556 and SWAPA. IAM representing Customer Service and Reservations Agents have negotiated Contracts since the meeting, but details are not currently available. TWU Local 550 is preparing for Negotiations. At the time of the Labor Summit, SWAPIA was voting on a merger with TWU and has since approved the merger and affiliated as TWU Local 557. The next meeting of the Labor Summit will be on July 21. Thom has been participating in conference calls with the TWU Legislative Department on a weekly basis to discuss passing the Employee Free Choice Act. The focus on the Employee Free Choice Act is to give working people the choice of card check or a secret ballot that is currently controlled by Management. TWU Administrative Vice President Susan Resch has also requested that TWU Local 556 approach SWA Management to ask them to support the Employee Free Choice Act since we are a model of healthy labor relations. Thom will attend the Texas Labor Management Conference in San Antonio on June 1-4. The theme is: "It's Not About Management, It's Not About Labor, It's About People." Thom serves on the TXLMC Board of Directors who have honored Herb Kelleher and Colleen Barrett in their Hall of Fame in the last few years. Thom continues to work with the Negotiating Team on implementation of the Tentative Agreement in case it is approved. The Negotiating Team is currently working on the implementation schedule and Q and A sections that will be released with the new Contract. Thom reported that he has been working with the new Executive Board as well as Grievance Team and other Leaders to fill positions in the Union Office for the new term. Thom will be making recommendations for staff positions and Committee Chairs later in the meeting and looks forward to assembling a great Leadership Team for Local 556. As always, Thom has maintained an open door for Members, Grievance Team, Negotiating Team and the Executive Board regarding any matters in the Union and has continued supporting all in Labor/Management issues. Finally, Thom extended his wishes that our new Executive Board will pull together with a progressive agenda to continue to provide the best possible Leadership for our Members.

Stacy Martin left the Meeting at 0915.

Mark Torrez submitted his report as **Board Member at Large**:

Mark began his report by congratulating all Officers on their election to the Executive Board. Further, he stated that on a personal note he is excited to take on the challenge of serving the entire Membership over the next three years. In the short time since being elected and taking over as Executive Board Member at Large he has helped create a training program for new and returning Officers as well as train new OAK Domicile Executive Board Member Todd Gage. He would like to thank Todd for coordinating the TA educators by staffing the lounge. He has participated in a Fact Finding Meeting in OAK regarding sick leave abuse. He has also been working on getting Project Redesign back in business as well as gathering details for the Board on our new wireless phone service provided by our CWA brothers and sisters at AT&T. His next project will be assisting the Negotiating Team as they work on Q&A's for the Tentative Agreement as well as following up with any further Executive Board Transition details.

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

John wants to thank former MDW DEBM Kyle Whiteley for sending out the e-Connection from the Union website, sometimes at a moment's notice. John reported to the board that the PHX Base has been very quiet as far as Fact Finding Meetings are concerned. John also reported that many Flight Attendants had signed up for Lincoln Short Term Disability Insurance which had replaced Colonial Short Term Disability Insurance. As of the time of this writing, John reported to the Board that the closure of the 42nd Street Employee Parking Lot is still up in the air. He reported that the City of Phoenix, US Airways, and Southwest Airlines are in discussions about the status of the lot. John *reported to the Board that the response to the TA has been mostly positive, with the main surprise from Flight Attendants being that they are getting a raise. He also wants to thank Base Management, especially Steve Murtoff, for working with the Union as far as setting up an area to sit down and discuss the TA with Members. John wants to additionally thank Negotiator Val Lorien for offering to give his personal cell phone number out to Flight Attendants and the rest of the NT for sending out all of the helpful updates to pass along to the Flight Attendants. Finally, John wants to thank the TA Lounge Educators, Nathan Koschmann, Mark Savage, Della Saucier, George LaMonda, Michael Broadhead, Chris Knops, and Dorothy Rogers for helping to educate our Flight Attendants about the TA. He also wanted to thank these individuals for volunteering, sometimes at the last minute, to fill shifts if needed and a special thanks to Nathan, Chris, and Dorothy for taking all of the AM shifts in the Lounge.*

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

Audrey reported that we have had three Fact Finding Meetings recently. One resulted in termination due to a positive drug screen; one was a Step 2 in regards to a six day suspension, and most recently, an investigation into an altercation between a Flight Attendant and hotel staff member on an overnight. The result of this meeting is still pending. Our TA Lounge Educators in Baltimore have been doing a terrific job, and Audrey has expressed many thanks to Mary Longobardi, Steven Romero, Stephanie Roberts, and Lisa Happer for their diligence and responsibility. She has received compliments from both Flight Attendants and Inflight Supervisors on the job this group has done. Audrey met with Base Manager Jamie Willard on May 5th for their monthly update on activity at the Base level. They discussed having both Assistant Base Managers and Shop Stewards join them for some of their meetings in the future. The Flexible Leave Act application for Maryland-based employees is now on SWALife, but Audrey is still awaiting confirmation on if and how the Base will be notifying the work group on this available paid leave option. Audrey has been to Dallas to work on calculating pay for the Lounge educators, and looks forward to wrapping this project up next week. She will be continuing work on the Contract "Q and A" at that time. All publications have been distributed.

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

During the month of April, Karen attended three Fact Finding meetings. One meeting was a termination due to point accumulation. The second meeting was regarding a misplaced manual and a possible delay of flight. In the meeting it was brought forth that Ops does not have loaner manuals in Domiciles. Ops does have loaner manuals in all out stations. This was addressed and it was agreed that the Company will look into placing manuals in Ops in all Bases. The third issue was a MBL due to a lost ID. Karen worked seven shifts in the Lounge educating the Membership on the TA.

Stacy Martin returned to the Meeting at 0924.

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

Jimmy West reported that since taking office on May 1, 2009, he has had 2 Fact Finding meetings which both resulted in written warnings. Jimmy clarified the confusion from other Bases regarding the season passes issued to all MCO based Flight Attendants by Sea World. Jimmy reported the passes are good for 1 year and also Disney passes were not issued and the Sea World passes were not negotiated by Southwest Airlines. Jimmy reported that the MCO computer room has been completed and no other construction will be taking place to the MCO Lounge as of now. Jimmy also reported the response to the new Contract TA generated a good response from Flight Attendants asking questions and becoming informed to make an educated vote on their new Contract.

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

> *Todd reports that the OAK Base has been receptive to the TA question and answer in the Lounge. Some Members have been taking advantage of the short term disability offered by Colonial/Lincoln Financial. Todd worked with Mark Torrez on the transition of office. They discussed new Shop Stewards. Todd and Mark Torrez went to dinner with Asst. Base Manager Kim Elsey. It was positive. They discussed the TA, Base specific issues, and working together in the future. In the month of April some Fact Finding meetings took place. Two meetings were in regards to UM's, one on abuse of sick leave, and another on possible misconduct on the airplane. The OAK Lounge has had complaints of Management locking the changing room door after hours due to misconduct taking place in the room at night after business hours. One Supervisor had said that someone urinated in the room and that after the carpet was clean it would no longer be locked. As of now, the ironing board is left out overnight so Flight Attendants can utilize it once the changing room is locked. Todd thanks all of the Flight Attendants that participated in the Lounge for the TA question and answers for the Membership. Todd also thanks Mark Torrez for his work on making the transition as easy as possible.*

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

> *Donna reports that Tentative Agreement education in Chicago is going well. She would like to thank Colleen Griffin, Dale Wilson, Erich Schwenk, Justin Whittington, Kyle Whiteley, Mark Hoewisch, and Will Browne for all their help with the Lounge Mobilizations during the TA education period. She would also like to recognize them for their hard work and the great job they are doing. Chicago has been quiet for Fact Finding meetings. There is one in progress concerning public intoxication. There was an issue with Scheduling on May 2nd concerning a Flight Attendant calling in sick on line in the Lounge after checking in. The Scheduler in question advised the Flight Attendant that they were to speak to an Inflight Supervisor about calling in sick. Donna addressed this with the Inflight Office and finally confirmed with Management that there was no documentation needed and that this is not a requirement. Donna would like to thank Kyle Whiteley for his mentorship and all his help in her transition into the Domicile Executive Board Member position.*

Bryan Orozco presented the **Las Vegas Domicile Report**. There was no written report submitted.

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

There was discussion regarding the request that the Local's Office Manager provide the Executive Board with a written monthly **Office Attendance Report**, detailing the Sick Time and Vacation Days used by those working in the Union Office. Stacy Martin again **agreed** that he would submit the requested report later in the Meeting.

There was discussion regarding the job descriptions for the Local's Office Manager, Grievance Chair, Grievance Team Member and Treasurer as they appear in the Local's Policies and Procedures Manual.

Stacy Martin submitted copies of a draft that of a **TWU Local 556 Union Office Manual** for Board review. There was discussion.

The Board took a break at 1018 and reconvened at 1043.

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

Thom McDaniel presented the **COPE Report**. There was no written report submitted. Thom reported that Gwen Dunivent had resigned as Chair of the Committee.

Michael Massoni made a **motion** to appoint Susan Kern as Co-Chair of the COPE Team with Thom McDaniel. Mark Torrez **seconded** the motion. The **motion** carried.

Thom McDaniel **agreed** to notify Susan Kern of her appointment.

Cuyler Thompson submitted the **CISM Committee Report** for Chair Eileen Rodriguez including a list of current Members

<u>Mission Statement and goal:</u>

The Southwest Airlines Inflight CISM Team is mutually sponsored by TWU 556 and Southwest Airlines. The CISM Team started in 1996 and has been helping the Flight Attendants of Southwest Airlines since that date. The mission of the CISM Team is as follows:

"The mission of CISM is to assist the Crew Members and their families or significant others in case of duty related traumatic events"

The Committee Members attend annual Recurrent Training each year in April and are ICISF certified. The Committee Members are available to assist the Crew Members and their families, as necessary. Committee Members would become personal liaisons between the Employee and Employee families in dealings with TWU 556 and Southwest Airlines. Our goal is to assure the overall well being of Crew Members and their families in the effort to promote their healthy re-entry not only in their flying career, but their normal family life also. CISM Team Members are required to attend annual CISM Recurrent Training each year and be certified in the ICISF Program (International critical incident stress foundation). They are required to wear the CISM pager and take calls 24 hrs a day once a year for a two week time period. They are also asked to volunteer 4 hours a month on additional ongoing projects. The CISM Team is notified anytime a Flight Attendant is involved in an incident that would be considered irregular or traumatic. The notifications come from Inflight Scheduling, Inflight Management, TWU, SWA Dispatch, Pilot CISM Team Members, and on-line Flight Attendants. Below are ***some*** *examples that would require CISM Team activation or notification:*

- *Inflight Death*
- *Performed CPR- AED used*
- *Inflight Medical Emergencies*
- *Turbulence*
- *Hospitalization while on Duty*
- *RON van accident*
- *Physical Assault while on Duty*
- *Fears of personal safety on A/C or RON*
- *Cabin Decompression*
- *Major Aircraft System Failures (electrical, hydraulic, etc.)*
- *Serious A/C Incident*

- *A/C Accident*
- *Any on the job incident where there exists the real or perceived threat of death or serious injury to a crew Member or customer*
- *Unruly passenger*
- *Bomb / Hijacking threat*

During an average month the CISM Team gets between 45-60 notifications to our hotline.
The CISM Team has two seats on the Go-Plane and would attempt to send one Team Member and the Chairperson to the accident site. The CISM Chairperson is trained on the Go-Team procedures and attends the yearly training.

CISM Chairperson Responsibilities

Liaison with:
SWA Leadership- Sonya Lacore
TWU Leadership – Michael Massoni
Pilot Team
Initial Training – for new hire classes
Recurrent Training for RT Home study
SWA & TWU- Newsletter Articles
Care Team
Emergency Response Committee (ERC)
Family Notification Communications Center (FNCC)
Ground Operations – Station Emergency Plan (SEP)
TWU – Executive Board Members
Care Team – Marci Todd

Prepare for Meetings
After meetings, communicate w/ Team pertinent information.
Write appropriate articles for department newsletters.
Read meeting notes when they are sent out by Care Team, ERC, JFSOC, SEP etc…

Daily Operations
24/7
Hotline technology operation
Respond to all Team Members, Bases, TWU 556, and Company-wide Emergency Team Leads when they have questions about Crew's involvement
Remain up to date on industry wide CISM programs & support systems
Oversee delegated & maintaining Team projects
Upcoming Trainings: Basic CISM, CISM R/T, Care Team and Steering Committee

Monthly Details
Payroll: submitting Pull & Pay Sheets, keeping tally & follow-up when folks are not paid properly.
PPW (Pager wearer) Pull & Pay sheets
Adjust Skytel online details for PPW changeover
AT&T phones & Skytel plans
Send monthly Team updates
Send monthly SWA Leadership updates
Send monthly TWU Updates- Board Meetings
Coordinate weekly with TBC'S

Administration
Budgets that take 3 months to complete
Keeping budget up to date.
Operational monthly expenses expensed
Timesheets & Payroll
Payroll issues when folks are not paid properly.
Update CISM Manual
Accounts Payable with Vendors
Update SWA, TWU, and Care Team about any Team changes

The Inflight CISM Team has 43 active Flight Attendants serving the Membership. I will attach a list with this report. In conclusion, I have been the Chairperson for the CISM Team for 21 months and have put my heart and soul into this program. My goal is to try to fly at least 1 trip per month in addition to being the chairperson. I feel it is very important to continue to fly and be out there with my Peers so that I can lead by example and be a credible leader to my Team. I would like to continue my role as Chairperson for the CISM Team. Thank you for all the support you give the CISM Team throughout the year.

Jimmy West made a **motion** that Eileen Rodriguez continue to be the CISM Chairperson. Michael Massoni **seconded** the motion. The motion **carried**.

Michael Massoni **agreed** to notify Eileen Rodriguez of her appointment.

Michael Massoni submitted the **Safety Committee Overview** for Board review *(see attached).*

Mark Torrez was excused for Union Business at 1118.

Stacy Martin left the Meeting at 1133.

Karen Amos made a **motion** that Michael Massoni continue to be Safety Committee Chair. Jimmy West **seconded** the motion. The motion **carried**.

Michael Massoni submitted the **Health Committee Report** for Chair Michele Moore:

Resolved ASHDI Report 1641 (Blue Water overflowing and running into cabin)
Resolved ASHDI Report 1662 (Injury involving coffee bag burn)
HASC Meeting 4/15/09 – in attendance: Michael Massoni, Michele Moore, Alyssa Trollinger, Caroline Jernigan, Paula Gaudet
Contacted Flight Attendants injured or involved in an ENS item:
3 contacted due to turbulence – one Flight Attendant taken to hospital
2 contacted due to turbulence – one knocked unconscious and taken to hospital
3 contacted due to turbulence – one had possible concussion
3 contacted due to smoke/haze in cabin – requested that all complete ASHDI report and report in SRS (Safety Reporting System)
3 contacted due to oxygen masks dropping without warning
1 contacted due to Flight Attendant's personal illness on aircraft
Articles Written:
Article for Unity regarding unexpected turbulence
Health Bulletin for web-site regarding swine flu

3 email blasts for Flight Attendants regarding swine flu
April 24th – present
Continual daily research and surveillance of Swine Flu Pandemic:
Daily contact with In-Flight Management
Contact with CDC/Physicians/City Management groups to see their procedures in the current situation
Email Updates to Executive Board Members
Responded daily to emails and phone calls from Flight Attendants
Contacted Flight Attendants with possible Swine Flu exposure
Monitored numerous websites including but not limited to CDC/ATA/WHO
Scheduled Meetings in May:
IIPT (In-Flight Injury Prevention Team) - May 14th
Debrief - May21
HASC (Health and Safety Committee) – May 26

Michael Massoni made a **motion** to retain Michele Moore as National Health Coordinator. John DiPippa **seconded** the motion. The motion **carried**.

Mark Torrez returned at 1140.

Uniform Committee Chair Val Lorien and Flight Attendant Paige Elijah entered the Meeting at 1140. Val, Paige and Mark Torrez modeled the new Flight Attendant Uniform pieces for the Executive Board.

Val Lorien submitted the **Uniform Committee Report**:

Over the last year, my Committee has worked to address basic Flight Attendant uniform issues with the uniform including fit, design, and appearance. I have taken feedback and suggestions through email, phone calls, written letters, in person during Lounge visits, and through the 2008 Membership Survey that our Union conducted last year. Through the Survey, I have compiled a list of approximately 1,000 email addresses of Flight Attendants who wished to share their input on current and future uniform issues. I consider these Flight Attendants my Committee Members and I hope you don't mind if I don't mention all of their names here. By organizing a telephone and email campaign, my Committee and I have lobbied Southwest Inflight Management to give us a uniform that we can fit into comfortably as well as be proud to wear onboard our flights when we serve our Customers. Last year's improvements included adding length to the female twill shirt in all sizes, prompting Management to hold Uniform Roundtables across the system to gain direct feedback from Flight Attendants, hosting a Cintas survey to ask our Members what pieces they'd like to wear in the future, adding a tall female shirt to the Cintas website, and most recently, adding a tailored uniform slack option. The new uniformed slacks have no set release date but should be available in the next couple of months. The slack is a Cintas catalogue item and is 55% polyester 45% wool, dry clean only, and would be available in double pleated and flat front for men and women. The logo would not be on the slacks since they're an item that's currently available in the Cintas catalog. Because it's a stocked item at Cintas, the Company will have no added expense, and there would be no need for a wear test. The slack has an unfinished bottom length of 37." These slacks can only be worn with the blazer, but the blazer can be taken off. Because they are an optional piece, Flight Attendants would have to pay for hemming themselves. Future Uniform Steering Committee focuses are as follows: scarves and ties with a new Southwest Uniform Accent color: pale yellow, with both pieces having the same exact design. The women's scarf will have added length, the #1 complaint with the current scarf. The new ties and scarves should be available later this year. Because one of the goals is to achieve a more uniform look, I recommended that the current scarves and ties stop being produced. An A-line dress, which is actually a casual fake wrap dress, is the dress of choice for female customer contact employees. The color options are navy with a possible accent color

of canyon blue or yellow (which Marketing approved) in the stitching. Thoughts about having the wrap either sewn in or totally loose; polyester/cotton is the likely fabric. The sash will need to be shortened and attached.
Adjustments include:
-adding length so that it hits around the knee
-additional button(s) toward bottom of dress
-change to the sleeve so that it can be worn cuffed or uncuffed
-a way for top button to be fastened down
New sweaters are going to be produced with a target date of fall of this year. The Uniform Steering Committee still needs to determine how we could phase these items in without unnecessarily eliminating popular pieces. A zip-up sweater is the likely replacement for the long-sleeve v-neck sweater and will only be available to males. The shawl collar sweater is the likely replacement for females and will replace the double breasted sweater and the college sweater, which are already discontinued. Lastly, a unisex sweater will be available as the last and third sweater option and will look and feel almost like the current v-neck vest. On both the female and male sweaters, the Uniform Steering Committee agreed on adding length. The female sweater may or may not match the dress. I have asked for samples of these new sweaters, which I hope to share with the Board next month. On that note, I'd like to request that I stay on as Uniform Committee Chair for another term.

Crystal Rains made a **motion** to retain Val Lorien as chairperson of Uniform Committee. Mark Torrez **seconded** the motion. The motion **carried**.

The Executive Board, and the Local Grievance Team and Office Staff held a Working Lunch at 1230, participated in a team-building exercise and updated their photos for publication in UNITY and on the TWU Local 556 Website.

The Executive Board Meeting reconvened at 1400.

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

Cuyler Thompson submitted the *monthly* **Professional Standards Report** for Eastern Division Chair, Jean Chandler-Brooks:

Calls	*16*
Calls involving Pilots	*2*
Calls resolved favorably	*15*

Cuyler Thompson submitted the **Professional Standards Report** for Eastern Division Chair, Jean Chandler-Brooks:

My name is Jean Chandler Brooks, and I am currently the Co-Chair of the Professional Standard's Committee for the eastern division. The Bases I cover are BWI, MDW, HOU, and MCO. The Professional Standards Committee is a voluntary group of peers that assist Flight Attendants with issues and conflicts that arise in the work place. The Committee strives to defuse these incidents prior to them *reaching Management. The work is conducted via the telephone. The Committee operates within the parameters of FAR, safety, and conduct rules as defined by the Flight Attendant Manual and Handbook. It is supported by both TWU 556 and Southwest Airlines. Over the last three years the eastern division has averaged 18.75 calls per month. And of those calls, 96.77% have been handled successfully. This translates into 675 calls that did not reach Management or tie up valuable Union time. I have worked closely with Ted Byron on complaints to the Hotel Committee and have established good rapport with both Dan Pegram and Dan Deleonardis of the Pilot Professional Standards Committee. I have attended three CISM Recurrent Training sessions as well as the American Airlines Professional Standards Training. These have been very valuable both from a content perspective and a relationship building perspective. I have also been invited to join Fellowship of Airline Personnel. I debrief Committee Members after they have handled extremely emotional cases, and I routinely observe Carole Adams as she presents the Committee to new hires. I have written articles for both Unity and Onboard in addition to the Pay Fair Article that I continue to get requests for. I volunteered to assist Jetblue in setting up a Professional Standards Committee along with Dan Pregram. I also assist the western region and take their calls from time to time. The Members of the Professional Standards Committee include Carole Adams, Lezlie Ritchie, Annette Santiago, Kevin McKenzie, Craig Lackey, Sabrina Falcon, Marla Young, Elizabeth Johnson, and Lorie Powell. In the future, I feel we need a more extensive training session. This should not only include new Members, but additional training for existing Members. I also suggest expanding the conflict resolution training to include debriefing for the Members. I wish to remain Co-chair of this Committee, but I am also interested in being Chairman if the Board decides to go in that direction.*

Karen Amos left the Meeting at 1406.

Cuyler Thompson submitted the **Professional Standards Report** for Western Division Chair, Lorie Powell:

<u>An overview of the Professional Standards Committee.</u>
What we do?
This Committee handles work related conflicts.
We discourage writing up a co-worker, remain neutral, offer information, and may refer to Clear Skies.
All calls are confidential.
Encourage resolution, professionalism & safety.
If a situation involves a Pilot it is routed through Pilot Professional Standards. Dan Peagram is the Pilot Chair.

What Professional Standards does not handle?
Personal Money Matters or a Collection Agency.
This includes non pay of trip trades, rent, personal loans, etc.
Ask if this situation has already been given to Management? If yes, we cannot get involved. If a Flight Attendant wants to still tell the situation I always say I would be glad to listen.
We do not police the workforce.
Do not give legal advice.
Do not work cases that clearly violate SWA policy of harassment.

I currently Co-Chair. My responsibilities are West Coast Bases. There have been 2 Flight Attendant's recently that are interested in becoming a part of the Committee. I have interviewed them over the phone and know them personally. Just waiting on a few things before they become part of my team. My team currently consists of: Craig Lackey, Carole Adams, Sabrina Falcon, Kevin McKenzie, Marla Young. I look forward to continuing my position as Co-Chair and working with the new Board.

There was discussion regarding the Committee.

The Board **agreed** that Michael Massoni would coordinate with Sonya Lacore, the Southwest Airlines Professional Standards Committee Liaison, discuss the future of the Committee and report back to the Executive Board at the next Executive Board Meeting.

Karen Amos returned to the Meeting at 1430.

Cuyler Thompson submitted the **Civil and Human Rights Committee Report** (CHRC) for Chair Portia Reddick-White:

> *Congratulations to you, the new elected Local 556 Board Members! As you all know, our challenge and focus has been on achieving a Tentative Agreement. And, as a result, many other activities have taken a back seat. The activities and participation of the Civil and Human Rights Committee (CHRC), a Standing Committee according to our Bylaws is among those activities. The following is a report that should help familiarize you with the intent, purpose and work product of the Committee. Also, included is a vision of how the Committee can serve the Local, with your approval. The Committee's main purpose is to serve as a conduit with the established policy of the Company and the Union that institutes that all employees, regardless of sex, sexual orientation, color, race, creed, age, national origin, religion, handicap or veteran status are treated fairly. Article 1, "Nondiscrimination" of our present agreement with SWA includes these particular groups. We have from time to time, dealt with Management on behalf of our Flight Attendants on issues of discrimination. We would like to continue to represent Members when there are issues of this nature. As some of you know, though I do not practice law, as a law school graduate I studied this and other issues of employment law that helps to benefit our local Members. I am certain that there are other Members who have similar interests and would like to tap into that market, enlist them as participants so that when the need arises we are available to assist. Another interest is to hold a training class with low or minimum cost to the Local and train Officers and Shop Stewards on the sensitive issue. The Committee recognizes that a certain level of involvement with community groups would be beneficial to the Local Membership and had proposed to the outgoing board (early 2008) to help establish involvement on a Base level with the Domicile Executive Board Members (DEBM) working hand in hand with those in the Bases that would like to be involved. We would like to further our goal in getting Local Members to participate in their communities with organizations that help people. In the past, our Local has been involved with the CHRC of the International by participating in CHRC meetings when they are held (usually one annually), and by participating in the Martin Luther King (MLK) Celebration every January with the national AFL-CIO affiliated Unions. It's important to continue this participation and even be more involved in the International's CHRC where possibilities arise. With the Board's approval, we will 1) continue to serve as a conduit with SWA and the Union, including holding a training class regarding handling sensitive discrimination issues, 2) re-establish our connections with each individual DEBM and community groups and 3) continue our involvement with TWU International events and meetings including the MLK Celebration.*

Cuyler Thompson made a **motion** to appoint Bryan Orozco as the Civil and Human Rights Committee Chair. Jimmy West **seconded** the motion.

The Board **agreed** to table the vote on the motion until CHRC Chair Portia Reddick-White could be consulted.

Thom McDaniel **agreed** to contact Portia Reddick-White.

Cuyler Thompson presented a **Report** from the **TWU International Department of Legislative Affairs** for Flight Attendant and TWU International Director Legislative and Political Affairs, Portia Reddick-White:

> *This report is issued this Board Meeting to give you an overview of legislative issues that are before the United States House and Senate. There are regulatory issues as well that we are writing a response and welcome any questions or concerns that you have that we can assist with. Last Congress the House and Senate failed to pass a FAA Reauthorization Bill that would give Flight Attendants OSHA protections, something that we have been fighting for a long time. Other provisions that cover Flight Attendants that were either in the House or Senate bill were provisions that cover flight crew fatigue, pesticide exposure, cabin air quality, English language, Human Intervention Management Study and temperature standards. Also, the House has passed the FMLA Technical Corrections Bill (HR 912) that would ensure that Flight Attendants are more fairly covered under the FMLA laws that presently exist. In the near future we will be initiating a grassroots campaign to our Members regarding this issue to help raise awareness and passage in the Senate. In the House we have Rep. Tim Bishop (D-1st) of New York to thank and the Senate effort is lead by Sen. Patty Murray (D) of Washington. As of last week, the House Homeland Subcommittee on Transportation Security and Infrastructure Protection, Chaired by Sheila Jackson Lee, passed provisions that included mandating Flight Attendant security training, (something that we have been working very hard on). Other issues like airport security standardization are also covered in this bill and will have an effect on our Members. Our big push right now with all TWU locals is the Employee Free Choice Act. Please see our newsletters. The Department of Legislative and Political Affairs (DLPA) has had some changes recently. Our office serves as the point for all legislation and regulations. Under our umbrella is the COPE Department of which Hubert Snead is the International Director. We began a "Field Program" about two months ago that has an emphasis on establishing TWU State Conferences. Last week President Little placed that program under Mr. Snead. Alex Garcia, Gwen Dunivent and Terry Daniels work under his supervision with the field program. In DC we will continue to be your contact for all matters regarding legislation, political matters, regulatory issues and TWU DLPA internships and grassroots programs. Whenever the opportunity presents, I am available to visit and present the latest information on legislation as it pertains to our workgroup. Though my responsibilities are vast, I am a Member of Local 556 and will make available and schedule time to speak to you via telephone, visit, etc. My contact information cell (443)794-0051 and office (202)638-6154. I'm always available to you regarding legislative and political matters and around whenever you need assistance and information of any kind. Likewise, I hope that you will continue with your involvement.*

The Board discussed the fact that the **TWU Local 556 Scholarship** Application Deadlines had been extended to June 30th, 2009. Audrey Stone noted that Domicile Executive Board Members should take the printed flyers reminding our Members of the Scholarship Application Deadline back to their respective Domicile for distribution in the Flight Attendant Mailboxes.

Cuyler Thompson made a **motion** to appoint Mark Torrez as Scholarship Committee Chair. Jimmy West **seconded** the motion. The motion **carried**.

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

The Board reviewed submissions by candidates interested in the position of Publications Committee Chair. There was discussion.

John DiPippa made a **motion** to appoint Kyle Whiteley as Publications Committee Chair. Cuyler Thompson **seconded** the motion. The motion **carried**.

Michael Massoni reported on the technology necessary to move forward with the **Expanded Customer Service Project**, specifically the Automatic Call Dispenser (ACD), which would track the life of a phone call placed to the Local Union Office. He explained that this information would allow the Local to track the handling of phone calls and identify trends. The ultimate result of this portion of the Project would be a more efficient staffing of the Union Office. These technology upgrades would also enable the Executive Board's plan to provide more Customer Service available to our Members after regular office hours, on weekends and on holidays.

The Board discussed Executive Board Members' email addresses.

Michael Massoni reported that Executive Board Members' business cards should be available by the June Executive Board Meeting.

The Board took a break at Break at 1538 and reconvened at 1555.

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

Colleen Griffin was excused for vacation.

Cuyler Thompson and Michael Massoni were excused to deal with the Local's copy machine.

TWU International Vice President Garry Drummond was present at the Meeting.

Thom McDaniel presented the **New Hire Committee Report**. There was no written report submitted.

Cuyler Thompson returned to the Meeting at 1600.

Cuyler Thompson submitted the **Drug and Alcohol Committee Report** for Chair Brett Nevarez:

> *We have 11 Peer Assist Team Members (PAT) of the Flight Attendant Assistance Program (FAAP) which have been trained and are active. All Bases except HOU are covered and we are trying to fill that vacancy. Statistics do not tell the story and in this area you are successful if you have 10% recover and resume their lives in a productive manner. We cannot put a monetary value on someone that is able to get clean and sober and return to work. All PATs attended a joint training session with Management representatives and told their personal stories to make sure it was understood what is possible. We have been able to negotiate an agreement with Management that will protect our Members. Due to HIPPA and the social stigma involved the names of our Flight Attendants are always on a strict need to know to basis which means only I as Chair and the PAT assigned will be aware. We consult with one another without names. In May we have worked with 4 Flight Attendants. Year to date 17 Flight Attendants have either called or used the website for contact. There has been 1 referral from CISM. I request to remain as Chair of the Drug and Alcohol Committee and am looking forward to working with the new Executive Board moving forward to help those Members of our Local that need help and are willing to do what it takes to get clean and sober. Please feel free to contact me with any questions.*

Audrey Stone made a **motion** to appoint Brett Nevarez as Chair of the Drug and Alcohol Committee. Mark Torrez **seconded** the motion. The motion **carried**.

Thom McDaniel **agreed** to contact Brett Nevarez.

Cuyler Thompson submitted the **Survey Committee Report** for Chair Kyle Whiteley:

> *The Survey Committee reports that over the previous three years we have made several upgrades in our ability to garner data from our Membership. The previous Website template offered survey capabilities, however, we were very restricted in the types of surveys offered and how the questions could be composed. With the upgrade to the TWU Website, we are now required to utilize a third party vendor for the harvesting of Membership data. There are several products available, we are currently using a Company called Polldaddy. For the price we pay, this Company offers a reliable product that provides more than adequate information gathering capabilities as well as reporting. Due to the fact that a large majority of our Members take our surveys on Lounge computers as well as hotel computers, it is very difficult to restrict the number of times any one Member can take part in a survey. If we set cookies or record IP addresses to block multiple sessions, any one computer would only be able to be utilized one time over a single survey. The Survey Committee Chairperson will be responsible for the scheduling of Membership Surveys as deemed necessary by the Board or the TWU Bylaws. The Chair will ultimately be responsible to write the non-biased questions necessary to gather the information required and report back to the Executive Board as well as the Membership.*

There was discussion Survey Committee Report.

John Parrott made a **motion** to appoint Mark Torrez as Survey Committee Chairperson. Todd Gage **seconded** the motion. The motion **carried**.

Cuyler Thompson submitted the **Shop Steward Committee Report** for himself and Co-Chair Susan Kern:

> *The Shop Steward Committee is preparing for the upcoming Shop Steward Elections, which take place during the next round of Membership Meetings. An article outlining the job of a Shop Steward was published in the April Unity Magazine, and another notice will be placed in the May Unity Update. A survey was recently sent to all Members of the Shop Steward Committee, asking for their input on how to improve the training and the program in general; twenty-seven of the one hundred Shop Stewards responded. The Shop Stewards have given us some great ideas, such as utilizing them for non-emergency on-call after hours and on weekends, serving as 'temps' in the Union Office, and educating the Membership on various issues in addition to their typical role in a Fact Finding Meeting. Once the Shop Steward elections have concluded, we anticipate the training will be completed by August 10. We are working on updating the training materials to be used, and are weighing the pros and cons of training in-Domicile instead of in Dallas. We hope to have completed a new Shop Steward Handbook in the coming weeks. Cuyler reported that he would like to continue as Chair of the Committee with Susan Kern as his Co-Chair.*

Cuyler Thompson submitted copies of the most recent **Shop Steward Survey** completed by Members of the Shop Steward Committee for Board review.

John Parrott made a **motion** to appoint Cuyler Thompson and Susan Kern as Chairs of the Shop Steward Committee. Mark Torrez **seconded** the motion. The motion **carried**.

Cuyler Thompson read two communications from Lucy White-Lehman regarding the **Care and Concern Committee Report**. Karen Amos **agreed** to contact Lucy White-Lehman to ascertain if Lucy wanted to be considered for re-appointment as Chair of the Committee.

Cuyler Thompson made a **motion** to appoint Audrey Stone and Mark Torrez as Chairs of the Education Committee. Jimmy West **seconded** the motion. The motion **carried**.

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

> *Crystal began her report by congratulating the newly elected Officers as well as expressed her excitement about the opportunity to serve the Members in HOU as well as the Members system wide as the HOU-DEBM. Crystal would like to extend a HUGE thank you to the following Flight Attendants who have stepped up to assist in informing our Members and answering TA related questions in HOU everyday: Phil Vaughn, Javi Garcia, Teri Queen, Troy Ford, David Kirtley, Chad Knesek, and Stephanie Tillman. Because of these individuals, the TA Lounge sessions have worked like clockwork and a wealth of positive feedback has poured in from our HOU Members. Crystal informed the Board that HOU has had no changes in Base administration and although HOU has had several Fact Finding meetings in recent weeks the Base as a whole has been quiet. Crystal finished her report by adding that the glass case and red rack are updated and all publications are distributed.*

Thom McDaniel reported to the Board that he had consulted Portia Reddick-White regarding the CHRC.

The tabled motion appointing Bryan Orozco as Chair of the Civil and Human Rights Committee **carried**.

Audrey Stone reported on the progress of **Project Redesign**. There was discussion.

Audrey Stone and Mark Torrez **agreed** to research the cost and feasibility of having a face-to-face meeting of the Project Redesign Team at the National Labor College this fall and present a detailed proposal at the June Executive Board Meeting.

Mark Torrez was excused at 1709 for Union Business.

Audrey Stone and Michael Massoni discussed **Expanded Customer Service Project**. Michael reported that he had still not received an estimate from AT&T regarding the necessary software needed to move forward on the Project. He **agreed** to report back to the Executive Board at the next scheduled Meeting.

Mark Torrez returned to the Meeting at 1718.

Cuyler Thompson made a **motion** to recess. Michael Massoni **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1730.

Wednesday

May 13th, 2009

Thom McDaniel called the Meeting to order at 0830.

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

Denny Sebesta and Interim Grievance Chair Allyson Parker-Lauck were guests and discussed a special Grievance Team project. Denny reported that she had been tasked with researching active Grievances which might be affected if the Contract Tentative Agreement passed. She reported that the Local would seek immediate resolution to these Grievances.

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

> *Allyson reported that she offered her assistance to fill in as interim Grievance Chair until the Board appointed a new Grievance Committee Chair. She will be assisted by former Grievance Chair Denny Sebesta. A notice will be placed in the May UNITY Update that will be sent out this week, and the new Grievance Chair should be approved at June Boards. Allyson and Denny will help train the new Chair and offer their assistance as needed. A grievance meeting with the Company was held on April 21st. In attendance on behalf of the Union were, John Parrott and Lyn Montgomery, and on behalf of the Company were Mike Sims, Brianna Grant, and Cindy Nagle. Ten cases were discussed, and nothing was settled. Allyson, Denny, and John Parrott met on Wednesday, May 6 to go over the current status of our Grievances. John asked Denny to evaluate all active Grievances and to do a full audit on which Grievances could potentially be affected by the new Tentative Agreement. She is currently working on this project and has made great headway, and is evaluating Group Grievances for potential remedies. John worked with Allyson on May 7 to show her the Grievance filing system he developed to assist with timelines and keeps cases in order of date filed. They then met with each of the Grievance Specialists to determine which cases were ready to present to the Executive Board.*
>
> *As of May 5, 2009, there were 157 Grievances on the books:*
>
> > *11 Terminations*
> > *24 Group Grievances*
> > *36 Non-Termination Discipline Grievances*
> > *86 Contract Cases*
>
> *Allyson notified the Board that 18 new cases would be presented to the Board for their consideration and dispensation and reported on the status of pending arbitration cases.*

Denny Sebesta was excused at 0843.

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

Michael Massoni made a **motion** to proceed on a Grievance. Jimmy West **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**.

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

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

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

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

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

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

The Board took a break at 1002 and reconvened at 1023.

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

Grievance Team Member Sara King was a guest at the Meeting. Sara discussed with the Board the merits of a Grievance.

A Grievant entered the Meeting at 1042 to discuss the merits of the Grievance.

Sara and the Grievant were excused at 1108.

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

Bryan Orozco discussed some of his experiences while serving on the Shop Steward Committee and discussed with the Board some of his ideas regarding the Committee.

Thom McDaniel left the Meeting at 1124.

Michael Massoni chaired the Meeting.

Thom McDaniel returned to the Meeting at 1130.

Michael Massoni made a **motion** to proceed on a Grievance. Audrey Stone **seconded** the motion. The motion **carried.**

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

Thom McDaniel made a **motion** to proceed on a Grievance. Michael Massoni **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**.

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

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

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

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

The Board went to lunch at 1210 and reconvened at 1400.

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

Scheduling Committee Chair Lisa Trafton was a guest at the Meeting and submitted the **Scheduling Committee Report**:

> *I would like to ask the Executive Board to allow me to continue on as Scheduling Committee Chair for the next 3 year term. If allowed to stay, I would like to ask for 2 Executive Board Members to act as Liaisons to the Executive Board. As the Scheduling Committee we are there to provide the best quality of lines for our Flight Attendants as possible within the constraints of the Contract, scheduling policy, and the Company. Over the last 3 years, we have been able to achieve and maintain a very professional relationship with Crew Planning. We have seen the reduction of 4 days, more line purity, monthly Open Time numbers be put on the Website and the development of a plan for Satellite Bases. In the next 3 years, I would like to see the implementation of satellite Bases, more involvement with DPOS and possibly look into enhancing our current vacation bidding slots. Our current Committee consists of the following Members:*

Lisa Trafton	*9697 HOU*
Kim Hamrick	*9790 HOU*
Sheri Tyler	*21875 HOU*
Richard Locher	*30718 PHX*
Shelley Taylor	*14876 DAL*
Valarie Daniel	*13319 LAS*
Kelley Kockler	*13331 DAL*
Erich Schwenk	*64139 MDW*
Don Shipman	*58345 MDW*
Pam Newby	*72496 LAS*
Rebekah Farmer	*77765 BWI*

Mark Torrez *68952 OAK*

Potential new Committee Members:
Eric Hironymous *75394 OAK*
Stephanie Merkle *62591 MDW*

Lisa Trafton was excused at 1425.

Health Committee Chair Michele Moore entered the Meeting at 1446.

Michele submitted and discussed with the Executive Board drafts of documents that she had created to better explain the processes for the different types of **Contractual Leaves** available to the Flight Attendants (FMLA, Workers' Compensation, Maternity, etc.). Stacy Martin explained that these documents would enable the Local Grievance Team and Office Staff to better assist our Members.

Michele Moore was excused at 1455.

Jimmy West made a **motion** that Lisa Trafton remain Chairperson of the Scheduling Committee. Todd Gage **seconded** the motion. The motion **carried**.

Thom McDaniel **agreed** to contact Lisa Trafton.

Michael Massoni made a **motion** that Mark Torrez and Karen Amos be appointed to the position of Scheduling Committee Liaisons. Jimmy West **seconded** the motion. The motion **carried**.

Allyson Parker-Lauck and Grievance Team Member Jamie Lynch entered the Meeting at 1508 to discuss the merits of a Grievance.

The Board spoke with a Grievant via Conference Call at 1535.

The Conference Call ended at 1542.

Jamie Lynch was excused at 1543.

Jimmy West made a **motion** not to proceed on a Grievance. Stacy Martin **seconded** the motion. The motion **did not carry**.

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

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

Allyson Parker-Lauck **agreed** to schedule a meeting with Southwest Airlines Management regarding an unannounced change to the Flight Attendant Handbook which made the 'A' Position Flight Attendant no longer responsible for contacting Inflight Crew Scheduling in the event of a Crew Reroute.

The Board took a break at 1630 and reconvened at 1640.

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

Karen Amos reported that she had spoken to Lucy White-Lehman. The Board **agreed** to revisit the appointment of a Chair of the Care and Concern Committee during the June 2009 Executive Board Meeting.

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

Cuyler Thompson **agreed** to attach an updated Strategic Plan to the '**Monthly Executive Board *To-Do List'*** that he emails to all Board Members in the weeks following an Executive Board Meeting.

Cuyler Thompson made a **motion** to recess. Jimmy West **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1730.

Thursday

May 14th, 2009

Thom McDaniel called the Meeting to order at 0830.

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

TWU Local 556 Treasurer John Parrott submitted the **March 2009 TWU Local 556 Financial Report**.

John Parrott **agreed** to notify Southwest Airlines that the **Negotiations Assessment Fee** should be discontinued if the Contract Tentative Agreement was ratified the following week.

The Board discussed the fact that TWU Local 556 Executive Administrative Assistant Madeleine Howard had graciously volunteered to work an unusually large amount of time outside of her regular office hours. The Board recognized Madeleine's invaluable expertise during the transition of the Office of Treasurer and her aid to the Local in reconciling the increased payroll attributed to the Contract Tentative Agreement Education Campaign. The Board **agreed** to compensate Madeleine fifteen hours of overtime for her help.

John DiPippa made a **motion** to approve the March 2009 TWU Local 556 Financial Report. Michael Massoni **seconded** the motion. The motion **carried**.

The Board discussed why the **TWU Local 556 Policies and Procedures Manual** appeared not to contain the latest revisions of the duties of the Office Manager, Executive Office Assistant, Office Coordinator and Grievance Chairperson that were approved during the October 2008 Executive Board Meeting. Cuyler Thompson **agreed** to contact Allyson Parker-Lauck, formerly the Recording Secretary designee responsible for maintaining the Policies and Procedures Manual. The Board **tabled** discussion regarding the issue until Cuyler could consult with Allyson.

The Board discussed potential topics of conversation for the Southwest Airlines Management Representatives scheduled as guests later during the Meeting.

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

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

Southwest Airlines Management Representatives Sonya Lacore, Mike Mankin and Henry Townsend were guests at the Meeting.

> *Thom McDaniel thanked Southwest Airlines Inflight Management for their participation in helping to change the Boarding Procedures for our Flight Attendants. The Board also thanked them for their efforts in preventing Flight Attendants' personal information from being sent to the wrong recipients by Inflight Supervisors in CWA Messages and noted that the Union had not received complaints about the issue recently. Audrey Stone thanked them for the recent clarifications added to the Flight Attendant Manual regarding when Flight Attendants must remain onboard the aircraft during Crew Changes. Todd Gage discussed the fact that OPS Agents are oftentimes unaware that there are Unaccompanied Minors (UM) on their inbound flight and thus have not notified a 'Sweeper' to accept the UM. Sonya reported that she, Mike and Henry were all part of a 'Team' currently researching the issue and stated that, "We definitely know that there are some problems." She noted that there was a 'Team' meeting scheduled for that Friday to address the issue. Mike Mankin reported that the Ops Agents were not required to accept UMs according to the Scope Agreement of their Collective Bargaining Agreement, but noted that Ops Agents were required to call for a Sweeper if they chose not to accept a UM. Sonya reported that better technology appeared to be "the fix." Thom McDaniel and John Parrott discussed with Management the unusually high number of active Grievances currently on file. Thom McDaniel noted that the Executive Board had wondered if Management was purposefully denying legitimate Grievances. He noted that as late as the previous day there had been some Grievance Denials sent from Management that had "bordered on ridiculous." Mike Mankin reported that he would like to get back to the process of handling Grievance settlement "in-house" and that he would like to see the Board of Adjustment (BOA) process used more frequently. Thom stated that the Union liked and believed in the BOA process very much but that the Union believed that Management used the BOA process only "for discovery." Thom reported that the Union had compiled information of past BOA results which showed that most Union BOA Members had voted in favor of Management several times, but that there were several Management BOA Members that had NEVER voted in favor of the Flight Attendant. Thom McDaniel noted that the Executive Board would like for Management to settle immediately some of the outstanding Grievances that could be affected by the ratification of the Contract Tentative Agreement. Thom McDaniel discussed the unannounced change to the Flight Attendant Handbook which made the*

'A' Position Flight Attendant no longer responsible for contacting Inflight Crew Scheduling in the event of a Crew Reroute. Thom noted that historically, the reschedule procedure was supposed to go through the 'A' Flight Attendant but the language change said "a Flight Attendant." Henry Townsend stated that he would "go back and look at it" and get back to the Executive Board. Thom noted that recently, a Flight Attendant was given a No Show after being rescheduled on an RON and reporting to the airport at the wrong time. Given the reduction flights, the Executive Board wondered about the current staffing level in Inflight Base Management. Sonya reported that Upper Management was "not looking to staff those positions right now," but noted that they will look at it again after the affects of Freedom '09 could be evaluated. The Board again discussed the problems that the Flight Attendants were having when asked to check their Crew Bags in the jetway with a 'Claim at Gate' tag. It was noted that many Ops Agents and Rampers were unaware of the policy. Sonya agreed to check into whether or not Ground Ops was ever notified but was sure that it appears in their Manual. Thom McDaniel asked the Management Representatives if they were aware of the fact that the Pilots' current Contract Tentative Agreement contained language that provided for 60% of the Hotel Committee to be made up of Pilots. Henry stated that he would find out and report back to the Executive Board. Michael Massoni reported on the current Health and Safety issues that our Members were experiencing at the SMF Red Lion Crew hotel. Sonya noted that she had spoken to someone that week and that, "there are some changes being made." She stated that she was aware of substandard conditions at the hotel. She reported that the Hotel Committee had made strong recommendations to the hotel and there had been some improvements but also stated that "there really is nowhere else to go." Sonya agreed to have Hotel Committee Chair email Michael Massoni with a report of his plans regarding the hotel.

Southwest Airlines Management Representatives were excused at 1050.

The Board reviewed and **agreed** upon Executive Board Meeting dates thru December 2009.

The Board **agreed** that non-full-time Executive Board Members sitting future Officer-on-Call weeks would work regular office hours in the Union Office, Monday through Friday, during their week of On-Call and be available to assist with Office Staffing if not working on another project.

The Board discussed the way that Officer-on-Call weeks were bid.

Cuyler Thompson discussed items on the Agenda for the upcoming **Membership Meetings**.

Thom McDaniel updated the Executive Board regarding the Membership Motions scheduled to be voted on at the upcoming Membership Meetings.

Cuyler Thompson discussed with the Executive Board plans for the upcoming **Shop Steward Training**.

Michael Massoni was excused at 1200 to attend the Southwest Airlines In-Flight Injury Prevention Team Meeting (IIPT).

The Board **agreed** that Shop Steward Training would be held on Monday and Tuesday, July 13th & 14th, in Dallas, to coincide with the July Executive Board Meeting.

The Board **agreed** to change the dates of the July Executive Board Meeting to begin on Wednesday July 15th and adjourn on Friday July 17th.

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

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

Michael Massoni was excused to attend the Southwest Airlines In-Flight Injury Prevention Team Meeting.

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

The Executive Board discussed that fact that the upcoming nominations for the **Board of Election** would be held during the Second Membership Meeting of 2009 and that the elections would be held during the Third Membership Meeting of 2009. The Board **agreed** that these elections would again be conducted by secret ballot.

The Board discussed the fact that the Local would be allowed at total of thirty-three delegates to the 23rd TWU International Constitutional Convention to be held in Las Vegas during the month of September.

Mark Torrez presented to the Executive Board plans for changing the Local's wireless service to AT&T, the only Unionized wireless carrier. The Board **agreed** that Executive Board Members would be given an individual choice regarding the way that that the Local provides them with connectivity.

John Parrott left the Meeting at 1445.

The Board **agreed** to table further discussion regarding Executive Board connectivity until Mark Torrez was able to consult with Legal Counsel.

John DiPippa discussed with the Executive Board ways of thanking the Contract Tentative Agreement Educators for their service, such as giving them Starbucks Gift Cards.

John Parrott returned to the Meeting at 1502.

John DiPippa **agreed** to approach Southwest Airlines Management regarding the possibility of a joint Union Leadership/Inflight Management Membership Ratification Party in each Domicile.

Stacy Martin left the Meeting at 1510.

Cuyler Thompson proposed that a newly designed **TWU Local 556 Bag Tag** be provided for our Members Crew Bags. Cuyler **agreed** to consult Local 556 Publications Chair Kyle Whiteley and to present the Executive Board with a proposal at the next Executive Board Meeting.

Mark Torrez **agreed** to research the feasibility of updating the signs currently attached to the **Union Red Racks** in each Flight Attendant Lounge and report to the Executive Board at the next Board Meeting.

Stacy Martin returned to the Meeting at 1530.

The Board discussed the fact that for each Domicile Executive Board Member to be equipped with the ability to email **e-Connections** to the Members in each Base would be quite costly and time-consuming. The Executive Board **agreed** that immediately following each monthly Executive Board Meeting, John DiPippa would author content for inclusion in the e-Connection and send email it to Publications Chair Kyle Whiteley. Kyle would then solicit Base-specific information from each Domicile Executive Board Member before sending out the e-Connection.

John DiPippa **agreed** to author the script of the **TWU Hotline** for recording via the telephone and the Local's website on every other Friday.

The Executive Board discussed Union-issued credit card control procedures. John Parrott **agreed** to solicit TWU International for a copy of their control procedures. The Board **agreed** to review the International's credit card policy and procedures and to revisit the issue at the next Executive Board Meeting.

Thom McDaniel discussed **Union Correspondence**.

Cuyler Thompson reported that Local 556 Flight Attendant and TWU International Organizer Karla Kozak had asked him to express her thanks to President Thom McDaniel for writing a letter to Southwest Airlines Management, urging them to break off their Crew Hotel Negotiations with the **Crowne Plaza Hotel LaGuardia** in New York City. Thom reported that the hotel had been found guilty of repeated violations of Federal Labor Law in the past, thus prompting the Unfair Labor Practice Strike. Thom noted that Local 556 had an agreement with Southwest Airlines not to force our Flight Attendant Members to cross Union picket lines.

Mark Torrez made a **motion** to contribute $100 to Shane McCarthy supporting his efforts with the People to People Sports Ambassador Program in memoriam of his father, former Southwest Airlines Flight Attendant and MDW Domicile Executive Board Member, Mike 'Bunkie' McCarthy. John DiPippa **seconded** the motion. The motion **carried**.

Thom McDaniel **agreed** to write letter to MDW Flight Attendant Debbie Lafave who had requested the donation.

The Board discussed the TWU Local 556 Bylaw regarding donations.

John Parrott made a **motion** to contribute $100 to the family of Flight Attendant Karla Stull for the treatment of her husband's and her nephew, James Ammenhouse's illness. Jimmy West **seconded** the motion. The motion **carried**.

Crystal Rains made a **motion** to recess. Stacy Martin **seconded** the motion. The motion **carried**.

Thom McDaniel recessed the Meeting at 1607.

The new TWU Local 556 Executive Board attended a Swearing in Ceremony and Dinner hosted by TWU International Vice President Garry Drummond at Bugatti Ristorante in Dallas.

Friday

May 15th, 2009

Thom McDaniel called the Meeting to order at 0830.

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

The Executive Board recognized Karla Kozak and her win as part of the TWU International Organizing Department, organizing the Maintenance and Facilities workers from Lamont-Doherty Earth Institute (a division of Columbia University) in an NLRB election May 14th, to gain Representation by TWU. The group will become part of TWU Local 241, representing workers at Columbia University, Juilliard School of Music, The Jewish Museum, and The Jewish Theological Seminary.

Cuyler Thompson made a **motion** to appoint Catherine Dusek as Local 556 Chair of the TWU ATD Working Women's Committee. John DiPippa **seconded** the motion. The motion **carried**.

John Parrott made a **motion** to remove Jerry Lindemann, former Treasurer, as trustee on Hanlon/Pershing, Manning and Napier, and add John Parrott, Treasurer as trustee to those accounts. Mark Torrez **seconded** the motion. The motion **carried**.

The Board discussed the TWU Local 556 Policies and Procedures Manual and the way that Members and Officers were pulled from their trips and paid to do Union work.

Karen Amos left the Meeting at 0930.

Cuyler Thompson **agreed** to research the Minutes of past Executive Board and Membership Meetings for clarification on the current procedures.

The Board discussed the fact that Members of the current Board of Election appeared to be picking up trips in advance in order to be pulled from them for Union Work.

Karen Amos returned to the Meeting at 0940.

The Board continued to discuss trips pulled for Union work.

The Board took a break at 1035 and reconvened at 1050.

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

Colleen Griffin was excused for vacation.

TWU International Vice President Garry Drummond was present at the Meeting.

The Board continued to discuss trips pulled for Union work.

The Board **agreed** in theory to new language to be revised in the Policies and Procedures Manual regarding the way that Members and Officers were pulled from their trips and paid to do Union work. Cuyler Thompson

agreed to write the new verbiage and submit it to the Executive Board for review before the next Executive Board Meeting.

The Board **agreed** that all volunteer and paid work done by both Members and Officers would be reflected on an **Official Monthly Time Sheet** to be reported to the US Department of Labor. The Board **agreed** that Members and Officers would not be paid based on the data of their Monthly Time Sheet. The Board **agreed** that Members and Officers would submit a separate document detailing the amount of TFPs to be credited to TOPS@twu556.org in order to request pay.

Cuyler Thompson **agreed** to research the feasibility of providing Shop Stewards with a standardized form on which to report the number of hours worked as the result of, and the completed notes from, Fact Finding and Step 2 Disciplinary Meetings.

Thom McDaniel made a recommendation to the Executive Board that Stacy Martin remain in the position of Local Office Manager for 90 days to meet some objectives that Thom had requested. Thom noted that Stacy's position would be re-evaluated at that time.

There was much discussion regarding this unusual recommendation and the reasons why Stacy's recommendation contained a caveat.

Mark Torrez left the Meeting at 1134.

Discussion regarding Stacy Martin's performance as Office Manager continued.

Mark Torrez returned to the Meeting at 1145.

The Board took a break at 1317 and reconvened at 1331.

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

Colleen Griffin was excused for vacation.

John DiPippa was absent.

TWU International Vice President Garry Drummond was present at the Meeting.

Discussion regarding Stacy Martin's performance as Office Manager continued.

Mark Torrez made a **motion** to approve President Thom McDaniel's proposal to staff the Local Office. Karen Amos **seconded** the motion. The motion **carried**.

John DiPippa entered the Meeting at 1348.

Garry Drummond was excused at 1354.

Thom McDaniel discussed with the Board **Contract Ratification Celebration** plans which could be held during the next Executive Board Meeting.

The Board **agreed** that Mark Torrez would further research options for the Executive Board's connectivity requirements and present his recommendations during the next Executive Board Meeting.

John Parrott made a **motion** to adjourn. Jimmy West **seconded** the motion. The motion **carried**.

Thom McDaniel adjourned the Meeting at 1400.

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

Cuyler Thompson
Recording Secretary