



The Union of  
Southwest Airlines Flight Attendants  
**TWU LOCAL 556**

8787 N. Stemmons Frwy.  
Suite 600  
Dallas, TX 75247  
Phone: 800-969-7932  
Fax: 214-357-9870  
[www.twu556.org](http://www.twu556.org)

**TWU Local 556  
Executive Board Meeting  
May 16-18, 2017  
Synopsis**

**Tuesday  
May 16, 2017**

Audrey Stone called the Meeting to order at 0900.

TWU Local 556 Executive Board Members Audrey Stone, Michael Massoni, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamila Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Matt Hettich was excused for jury duty.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

Sam Wilkins read aloud the **TWU Membership Pledge**.

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

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

Sam Wilkins made a **motion (1)** to excuse Matt Hettich from today's Session of the Executive Board Meeting due to jury duty. Michael Massoni **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                 |       |
|-----------------|-------|
| Audrey Stone    | Chair |
| Michael Massoni | Yea   |
| John Parrott    | Yea   |
| Brett Nevarez   | Yea   |
| Cuyler Thompson | Yea   |
| Sam Wilkins     | Yea   |

|                    |         |
|--------------------|---------|
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian “BR” Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Inflight Management Representatives Mike Sims, Henry Townsend and Ron Freer entered the Meeting at 1000.

*Ron Freer discussed the Cashless Cabin “sleds,” which attach to Inflight Electronic Flight Bags (IEFB), enabling them to be used as a point of sale credit card machine. Ron reported that the “sleds” would be ready for testing during mid-June, with a target rollout date of October 2017. Ron explained that the IEFB would not need to be connected to Wi-Fi in order to transmit credit card transaction data. Cuyler Thompson expressed his belief that this new use of the IEFB as a hand-held credit card machine and a requirement that Flight Attendants carry a “sled” was a change in Flight Attendants’ work and duties. Cuyler also expressed concern that this new use would deplete the battery life of an IEFB much more quickly. Ron explained that the new use would not use very much battery power. Ron said that the “sled” would not require any insurance and that Flight Attendants could simply replace lost or inoperative “sleds” in a Flight Attendant Lounge. Ron explained that each credit card transaction would be encrypted and not stored on the IEFB. He did not know how the transaction would be transmitted to Southwest Airlines, via Wi-Fi or cellular transmission. Ron said that Southwest Airlines would begin looking at new IEFB devices in 2019. Donna Keith inquired as to the ergonomics of using the IEFB to take drink orders in the cabin. David Jackson inquired as to how kits would be opened using the IEFB. Ron explained that he hoped that the process would be streamlined and made easier. John DiPippa inquired as to any cost savings realized by Southwest Airlines by switching to IEFBs from printed Flight Attendant manuals. Ron replied that the Company had not yet seen any savings. Mike Sims reported that the new Flight Attendant Uniform would be debuted in a “soft rollout” on June 18, because not all Flight Attendants had received their Uniforms from Cintas. Mike commended Heather Kelly-Gray for her assertiveness and persistence in collaborating with Southwest Airlines to ensure that the needs of LGBTQ Members were met in the new Flight Attendant Uniform. Mike Sims discussed an upcoming “Inclusion Meeting” in Atlanta on June 13, and thanked Pamila Oak for her assistance. Mike noted that Sam Wilkins would be meeting with Network Operations Control (NOC) representatives regarding Emergency Sick Call Procedures (ESCP). Henry Townsend reported that as of that day, the Crew Operations Support Desk (COSA) was now coordinating hotels and transportation for both Flight Attendant and Pilots. Henry explained the function of the NOC “Bridge.” Henry noted that the Irregular Operations (IROPS) Group Meeting between Southwest Airlines and TWU Local 556 needed to be rescheduled. Henry said he would like to add a few more “Union people” to the list of meeting attendees. John Parrott discussed the high rate of attrition in the Inflight Scheduling Department. Henry noted that 57% of Inflight Scheduling personnel had been at Southwest Airlines less than two years. Henry said that he was working on improving the training curriculum for Schedulers and revising the salary structure in hopes of retaining Schedulers. Michael Massoni inquired about frequent problems*

*with “Sky Solver” breaking. Henry said that it was a technology issue. Henry said that the scheduling technology necessary to implement the Contractual requirement for Flight Attendants arrival at the gate 45 minutes before departure on 737-800 aircraft to be implemented in mid-2018. Sam Wilkins discussed the Remote Operations Control (ROC). Henry discussed the most recent implementation of ESCP. Audrey Stone inquired as to how Supervisors were compensated who flew during ESCP. Mike Sims reported that the Supervisors were compensated at “straight time,” over and above their Supervisor salary because it was viewed as a “second job.” Mike Sims noted that this is the first time that Supervisors were paid as Flight Attendants, over and above their salaries. Mike reported that eleven Supervisors had flown during the most recent ESCP. Henry said that he would be publishing more statistical data regarding sick calls and ESCP in the near future. Cuyler Thompson inquired as to any progress made to return the Unaccompanied Minor (UM) Procedures to those originally agreed to by the Union and Management. Mike said that he would get a final answer to Cuyler that week. David Jackson discussed the new Flight Attendant Uniform jacket vendor. Sam Wilkins discussed how to change the names that appear on a Flight Attendant’s wings.*

The Inflight Management Representatives left the Meeting at 1107.

The Executive Board took a break at 1108 and reconvened at 1127.

Executive Board Members Audrey Stone, Michael Massoni, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamila Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Matt Hettich was excused for jury duty.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

Language of Destination/Origin (LODO) Sub-Committee Members Bill Holcomb and Egda Avila, and Grievance Committee Co-Chairperson Brandon Hillhouse were present at the Meeting to discuss a proposed Letter of Understanding (LOU) with Southwest Airlines regarding the LODO Program. Bill and Egda **agreed** to clarify the questions/concerns regarding the Letter for the Executive Board and report to the Executive Board later in the Meeting.

The LODO Sub-Committee Members were excused at 1228.

Sam Wilkins made a **motion (2)** to excuse Rachel Brownfield for maternity leave from the May and June Executive Board Meetings. Michael Massoni **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |       |
|--------------------|-------|
| Audrey Stone       | Chair |
| Michael Massoni    | Yea   |
| John Parrott       | Yea   |
| Brett Nevarez      | Yea   |
| Cuyler Thompson    | Yea   |
| Sam Wilkins        | Yea   |
| Heather Kelly-Gray | Yea   |

|                   |         |
|-------------------|---------|
| Stacey Vavakas    | Yea     |
| David Jackson     | Yea     |
| John DiPippa      | Yea     |
| Matt Hettich      | Excused |
| Rachel Brownfield | Excused |
| Pamila Oak        | Yea     |
| Brian “BR” Ricks  | Yea     |
| Jimmy West        | Excused |
| Donna Keith       | Yea     |
| Jessica Parker    | Yea     |

The motion **carried**.

Sam Wilkins made a **motion (3)** to excuse Jimmy West from the May and June Executive Board Meetings due to medical leave. Michael Massoni **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian “BR” Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Sam Wilkins made a **motion (4)** to excuse Cuyler Thompson from the July Executive Board Meeting due to vacation. Michael Massoni **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |       |
|--------------------|-------|
| Audrey Stone       | Chair |
| Michael Massoni    | Yea   |
| John Parrott       | Yea   |
| Brett Nevarez      | Yea   |
| Cuyler Thompson    | Yea   |
| Sam Wilkins        | Yea   |
| Heather Kelly-Gray | Yea   |

|                   |         |
|-------------------|---------|
| Stacey Vavakas    | Yea     |
| David Jackson     | Yea     |
| John DiPippa      | Yea     |
| Matt Hettich      | Excused |
| Rachel Brownfield | Excused |
| Pamila Oak        | Yea     |
| Brian “BR” Ricks  | Yea     |
| Jimmy West        | Excused |
| Donna Keith       | Yea     |
| Jessica Parker    | Yea     |

The motion **carried**.

Sam Wilkins made a **motion (5)** to excuse Audrey Stone from the June Executive Board Meeting due to Union Business. Michael Massoni **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian “BR” Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

The Executive Board went to lunch at 1233 and reconvened at 1345.

Executive Board Members Michael Massoni, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamila Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks and Donna Keith were present at the Meeting.

Audrey Stone was attending to Union Business.

Matt Hettich was excused for jury duty.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

John Parrott and John DiPippa were tardy.

Cuyler Thompson submitted the **April 29, 2017 Executive Board Conference Call Synopsis** for review. The Executive Board made corrections and changes to the Synopsis.

The Executive Board **agreed** to table discussion regarding the April 29, 2017 Executive Board Conference Call Synopsis until legal counsel was present.

John Parrott entered the Meeting at 1352.

Michael Massoni and Jessica Parker submitted a comparison of hotel properties/costs/amenities in the Dallas Love Field area. There was discussion.

John DiPippa returned to the Meeting at 1400.

Stacey Vavakas made a **motion (6)** to change the primary hotel for all Union Business as proposed, starting June 2017. Jessica Parker **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Nay     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Nay     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian “BR” Ricks   | Abstain |
| Jimmy West         | Excused |
| Donna Keith        | Nay     |
| Jessica Parker     | Yea     |

The motion **carried**.

Language of Destination/Origin (LODO) Sub-Committee Members Bill Holcomb and Egda Avila, and Grievance Committee Co-Chairperson Brandon Hillhouse entered the Meeting at 1448 to continue discussion regarding a proposed Letter of Understanding (LOU) with Southwest Airlines regarding the LODO Program. Bill and Egda **agreed** to clarify the questions/concerns regarding the Letter for the Executive Board and report to the Executive Board later in the Meeting.

The LODO Sub-Committee Members Bill Holcomb and Egda Avila, and Grievance Committee Co-Chairperson Brandon Hillhouse were excused at 1512.

The Executive Board took a break at 1513 and reconvened at 1528.

Executive Board Members Michael Massoni, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamila Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Audrey Stone was attending to Union Business.

Matt Hettich was excused for jury duty.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

Brett Nevarez presented his **Officer's Report**. There was no written report submitted.

Sam Wilkins presented her **Officer's Report**. There was no written report submitted.

Sam Wilkins presented the **Mobilization/Organizing Committee Report**. There was no written report submitted.

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

*In April, John hung up the Alcohol Awareness poster in the glass case. John also did a couple of lounge mobilizations and wrote his article for Unity. Besides this, John attended a Workers' Memorial Event and an informational picketing event to support Mesa Flight Attendants. In May, John attended/hosted the satellite location for the Town Hall in Phoenix and was on an Executive Board Conference Call. John informed the Board that Kathy Meier is a new Supervisor in Phoenix. A few days prior to the monthly Executive Board Meeting, John reviewed the Grievances and wrote his base report. John has also been in constant contact with the Executive Board and the Membership via emails and phone calls. As always, John is honored to represent the Phoenix Base and wants to remind Flight Attendants to call him if they need anything.*

Stacey Vavakas presented the **Baltimore Base Report**. There was no written report submitted.

David Jackson presented the **Houston Base Report**. There was no written report submitted.

Brian "BR" Ricks presented the **Dallas Base Report**. There was no written report submitted.

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

*Donna attended the Executive Board Meeting in April. Donna reports the Eric Fritts has been promoted to the Inflight Assistant Base Manager position. Donna reports Fact-Finding Meetings and Step Two Meetings in the Chicago Base continue for various reasons; including but not limited to attendance points, late to gate, delay of flight, Class 1.17, Probationary Evaluations, Emergency Sick*

*Call Procedures, positive drug or alcohol tests, Crew conflict, and Employee write ups. Donna spent time in the Chicago Lounge during the month assisting Flight Attendants and answering questions. Donna represented Members in Fact-Finding Meetings, straightened the red rack, communicated with Shop Stewards, distributed all publications, updated the glass case, met with Chicago Base Management to address issues pertaining to the base affecting Flight Attendants. Donna spent time assisting Flight Attendants during the Emergency Sick Call Procedures, Donna and Shop Steward Brendon Remezas attended the Chicago Federation of Labor Meeting on May 2. Donna, TWU International Representative Gwen York, Shop Steward Brendon Remezas and Shop Steward Zach Berry Attended the Illinois / Indiana State Conference Meeting on April 25. Donna coordinated and hosted the TWU 556 Executive Board Town Hall Simulcast on May 9 at the Marriot Hotel Chicago Midway. Donna would like to thank both Shop Steward Zach Berry and Shop Steward Brendon Remezas for assisting with the Town Hall Simulcast. Donna has coordinated and continues to coordinate the attendance to local political events by Members of the Illinois/Indiana State Conference.*

Jessica Parker submitted the **Denver Base Report**:

*Jessica attended the Executive Board Meeting in Dallas April 10-13. Jessica sent out an E-Connection on April 26. On May 3, 4, and 15 Jessica and First Vice President, Michael Massoni, conducted site visits at ten hotels in an attempt to find hotel accommodations that will better suit the needs of the Executive Board and other Members conducting Union Business. Proposals from these hotels will be submitted to the Executive Board during the May Executive Board Meeting. On May 2, Jessica and Denver Flight Attendant, Ryan Wagner, participated in the E-Membership Meeting Training Session using WebEx, the online meeting software. Jessica and Ryan hosted the Town Hall Meeting simulcast in Denver on May 9. Jessica conducted Fact-Finding Meetings and answered Member's calls, emails, and texts. Jessica met with Denver Inflight Leadership to discuss events and issues specific to the Denver Base. On May 15, Jessica served on the Grievance Review Committee (GRC) with Board Member at Large (BMAL), Sam Wilkins and BMAL, Heather Kelly-Gray. Jessica updated the Union Glass Case with current material and tidied the Union Red Rack.*

Sam Wilkins submitted the **Las Vegas Base Report** for Domicile Executive Board Member Rachel Brownfield:

*Rachel attended the Executive Board Meeting April 10-14. Rachel participated in the Executive Board Conference Call as well as the Shop Steward Conference Call in April. Rachel worked in the Union Office and attended meetings at TOPS during the week of April 24. Rachel Served as the Emergency Officer On-Call for the week of May 1. Rachel attended the TWU Local 556 Town Hall Meeting in Las Vegas May 9. Rachel spent time in the lounge assisting Members and meeting with Base Leadership. Rachel represented Members in Fact-Finding Meetings and Step Two Meetings. Rachel edited the Executive Board Meeting Minutes for grammatical changes only as part of the Minutes Review Committee.*

Pamila Oak submitted the **Atlanta Base Report**:

*Pamila did Fact-Finding Meetings and Step Two Meetings. Pamila set up the red rack in the new Crew lounge. Pamila attended the Executive Board Meeting in Dallas April 10-13. Pamila attended the Executive Board conference call April 28, and May 4. Pamila wrote a Unity article. Pamila attended the TWU Local 556 Town Hall Simulcast Meeting on May 9. Pamila would like to thank Casey Rittner for volunteering his assistance with the ATL town hall meeting. Pamila attended the North Georgia Labor*

*Council Meeting and was sworn in as a Labor Council Delegate May 10. Pamila participated in the National Association of Letter Carriers NALC 24<sup>th</sup> Annual Nationwide stamp out Hunger Food drive. Pamila and Shop-Steward Eric McCulley participated in neighborhood canvassing for Candidate John Ossoff for the Georgia 6<sup>th</sup> District Congressional race. Over the past 3 years Pamila has participated Lobby Days with the 9to5 Women's group and the Atlanta North Georgia Labor Council for The Family Care Act (SB-201). On May 8, Governor Nathan Deal signed SB-201 into law. Pamila wants to thank Benyoel Morgan of TWU Local 527, and Members of TWU Local 556 that participated in Lobby Days and helped SB-201 become law. Pamila also wants to thank Shop Steward Eric McCulley for attending the PRIDE Atlanta Membership Meeting on behalf of TWU Local 556 April 26. Pamila continues to work with Graham Vandergrift on the Diversity and Inclusion Town Hall meeting taking place June 13.*

*Eric McCulley reports the PRIDE At Work Meeting Agenda:  
Wednesday, April 26, 2017*

*Organizational Project: Lost N Found Youth*

- Meet with youth to discuss importance of Union jobs*
- Fundraisers*
- Project at the new house – painting, landscaping, etc.*
- Donation box at businesses like AT&T or other Unionized companies*

*Georgia Special Election – Congressional District 6*

- Phone banking*
- Canvassing*
- GOTV*

*Non-discrimination bill in 2018 Legislative Session*

*The one in 2017 failed. Didn't get much publicity or support. Need to be more vocal about the one in the upcoming session. Need more sponsors of the bill.*

*Upcoming Pride Parades*

- Savannah*
- Augusta*
- Athens*
- Atlanta*

*Next meeting is May 17 at 6pm. Everyone is challenged to bring at least one more person.*

Brian "BR" Ricks left the Meeting at 1554.

Michael Massoni submitted the **Critical Incident Stress Management Report** for Chairperson Eileen Rodriguez:

*CISM Chairperson Eileen Rodriguez attended a Flight Attendant safety debrief after an incident and provided peer support. She also attended a training conference call with Optum and Clear Skies and presented the CISM program and information about the Flight Attendant lifestyle. The call was to ensure that Clear Skies was following proper guidelines to assist Flight Attendants in need of counseling. The CISM Team held their annual Recurrent Training April 25-27 and had 130 people in attendance.*

*The CISM Team assisted with 131 incidents and spoke to 315 Flight Attendants during the month of April:*

|                                           |                |
|-------------------------------------------|----------------|
| <i>Aircraft Incident</i>                  | <i>5</i>       |
| <i>Assault</i>                            | <i>1</i>       |
| <i>Death on Board</i>                     | <i>3</i>       |
| <i>Debriefing - Team Member</i>           | <i>2</i>       |
| <i>Declared Emergency</i>                 | <i>1</i>       |
| <i>Decompression</i>                      | <i>1</i>       |
| <i>Employee Death</i>                     | <i>1</i>       |
| <i>FA Death</i>                           | <i>2</i>       |
| <i>FA Death of Family Member</i>          | <i>10</i>      |
| <i>FA Illness</i>                         | <i>9</i>       |
| <i>FA Injury</i>                          | <i>6</i>       |
| <i>FA Involved in Incident - Off Duty</i> | <i>1</i>       |
| <i>Human Trafficking</i>                  | <i>1</i>       |
| <i>Incident on RON</i>                    | <i>5</i>       |
| <i>Lounge Mobilization - MCO</i>          | <i>1</i>       |
| <i>Mechanical</i>                         | <i>10</i>      |
| <i>Medical Emergency</i>                  | <i>25</i>      |
| <i>New Hire Class Presentation</i>        | <i>2</i>       |
| <i>Outreach Team Base Visits</i>          | <i>4</i>       |
| <i>Passenger Injury</i>                   | <i>4</i>       |
| <i>Passenger Misconduct</i>               | <i>1</i>       |
| <i>Personal Issue</i>                     | <i>28</i>      |
| <i>Sexual Harassment or Assault</i>       | <i>1</i>       |
| <i>Slide Deployment - Inadvertent</i>     | <i>1</i>       |
| <i>Smoke or Fumes in Aircraft</i>         | <i>1</i>       |
| <i>Suicide Attempt</i>                    | <i>2</i>       |
| <i>Suicide Attempt of a Family Member</i> | <i>1</i>       |
| <i>Suicide of a Family Member</i>         | <i>1</i>       |
| <i>Termination</i>                        | <i>1</i>       |
|                                           | <i>131</i>     |
| <br><i>Flight Attendants Assisted</i>     | <br><i>315</i> |

Brett Nevarez submitted the **Scheduling Committee Report** for Chairperson Lisa Trafton:

*Chairperson Lisa Trafton and Co-Chairperson Don Shipman reported that line writing over the last few months has been unchanged from the previous months. The number of line positions that a Flight Attendant could be awarded for the month of June increased by 334 line positions from 9,015 in May to 9,349 in June. The Scheduling Committee left 1,969 positions in Open Time for the month of June in*

comparison to May with 1,934 positions left in Open Time. The Scheduling Committee for the month of June wrote an average of 70% pure lines (lines starting on the same day each week containing pairings of the same length) maintained 35% of the lines with all weekends off, and the lines containing 3-on/off or 48-hour breaks did not exceed 18%. The June average line pay was 97.81 TFP and the average work days were 13.89 per month. The Scheduling Committee is actively working to develop a survey specific to line quality, the first in over a decade with a target release date of June. The Line Writers for the June Primary Lines were: Shelley Taylor, Alexander Ricker, Chase Goldman, Janet Lamy, Doreen Argyropoulus-Ricker, Richard Locher, Rebekah Knox, Lisa Trafton and Don Shipman. The Line Writers for June Secondary Lines were: Lisa Trafton, Alexander Ricker, and Sheri Tyler.

Brian "BR" Ricks returned to the Meeting at 1610

Cuyler Thompson submitted the **Education Committee Report** for Chairperson Amanda Gauger:

*Amanda reports the Education Committee met and discussed the Official Facebook Group and the who and how it would be staffed. A list of expectations was created for the Members selected to be Administrators of the Official Facebook Group. The Education Committee also created a list of expectations for the Lounge Educators and have begun to reach out to the Members who were selected for the monthly Lounge Mobilizations. The Education Committee reviewed the Strategic Plan topics and made plans to execute the items designated for the Committee. The Education Committee would like to thank the Domicile Executive Board Members for their Lounge Educator suggestions.*

Cuyler Thompson submitted the **Professional Standards Committee Report** for Chairperson Kurt Beggs:

#### ***April 2017***

|                    |           |
|--------------------|-----------|
| FADAP              | 1         |
| CRM                | 8         |
| WITHDRAWN          | 3         |
| IR FILED           | 4         |
| PILOT              | 1         |
| <u>TOTAL CASES</u> | <u>17</u> |

|                     |   |
|---------------------|---|
| POSITIVE RESOLUTION | 8 |
| UNRESOLVED          | 1 |

|             |   |
|-------------|---|
| <u>BASE</u> |   |
| Denver      | 4 |
| Dallas      | 1 |
| Baltimore   | 2 |
| Chicago     | 5 |
| Orlando     | 3 |
| Phoenix     | 2 |

Michael Massoni submitted the **Uniform Committee Report** for Chairperson Jabari Smith:

*The TWU Local 556 Uniform Committee began their report by informing the Executive Board that no other communication has been made to the Uniform Committee concerning the date of the rollout, June 18 is still the*

*official rollout date. Maternity pants and the men's rebel jacket are now available on the Cintas website. Jabari Smith continues to interact with Members via email, calls, texts and social media. Jabari thanks the Executive Board for allowing him to serve the Members of TWU Local 556.*

Cuyler Thompson submitted the **Communications Committee Report:**

### **Mass E-Mails**

*The Action Network account was used over the past month for National Campaigns, E-Connections and Shop Steward Email campaigns. The ability to add New Hire Flight Attendants on their first day of employment has also been added. These New Hires now have access to the website and App on their first day. They're welcomed with an email shortly after graduation. An error uploading New Hires from the past four classes has since been resolved.*

### **Website**

*On March 4, a brand new website was launched to our Members. This new Website is quite a departure from the previous site and the "Member's News" and "Member's Home" sections rely heavily on updates from Domicile Executive Board Members, Committee Chairs, and other postings. The Committee will be working to keep this data fresh and consistent. If you have something to say, please email Communications. During the month of April 2017, we posted 24 different updates including E-Connections, Emergency Sick Call Procedure information, national news, and New Hire welcomes. This is a decrease over the 27 posts made in March 2017 but an increase over the sixteen posts made in February 2017.*

### **Videos**

*With the new Website, the Union is now primed to increase video usage. The Communications Team is able to assist with the creation of videos. If you have an idea of a way to highlight your base, committee, or even a Member, let us know! Thank you to Matt Hettich and Josh Rosenberg for embracing videos and creating a great educational video on Oakland Sick Leave!*

### **Publications**

*Cuyler Thompson reported that the Spring 2017 issue of Unity Magazine would ship later in the week. He noted that there had been a delay in production due to contributors missing deadlines. Cuyler reported that the final deadline for the Summer 2017 issue of Unity magazine is Monday, July 17 at noon CDT.*

### **Social Media**

*Facebook continues to be a great way to reach the Members of TWU Local 556. Members are receptive to posts and this free tool reaches a lot of Members very quickly. Members are encouraged to post and comment on Facebook posts. We ask that Members review the updated "TWU Local 556 Facebook Page Terms of Service and Fair Play" which is found under the "about" section of the Facebook Page. This past year there has been an increase in the amount of interaction through the Facebook Page. The Communications Committee also turned on messaging functionality where they are able to answer Member's Contract or private questions. If you would like to share photos via the TWU Local 556 Facebook page, please email them to Communications at [communications@twulocal556.org](mailto:communications@twulocal556.org).*

### **Mobile Applications**

*The TWU Local 556 App is a great resource for Members. The Communications Committee has updated the Contract and contacts within the TWU Local 556 App. The Communications Committee is*

*encouraging Members to open the App while connected to the internet to automatically download the small update. The Mobile App is currently undergoing a redesign.*

Grievance Committee Co-Chairperson Becky Parker entered the Meeting at 1623 to discuss the merits of a Grievance.

The Executive Board spoke with a Grievant via conference call at 1628.

Cuyler Thompson made a **motion (7)** not to proceed on a Grievance. John Parrott **seconded** the motion. The motion **carried**.

Pamila Oak submitted the **Civil and Human Rights Committee (CHRC)** Report for Chairperson Lori Lochelt:

*Diversity & Equality Initiative*

*The Team is planning for a Round Table in Atlanta on June 13 with Inflight and other Southwest Airlines Leaders. The topic of the Round Table is Diversity in the workplace.*

*Equality / Rainbow Pins*

*Pins will be distributed at the June Membership Meetings and the 2017 Pride Parades.*

*Pride Parades*

*TWU Local 556 is now registered to walk in the San Francisco Pride Parade on June 25 with the other California TWU Locals. Lori thanks Matt Hettich for taking care of the registration.*

Cuyler Thompson submitted the **Shop Steward Committee Report** for Chairperson Mark Anthony Reyes:

*Mark Anthony reports that the Shop Steward Committee focused on the timeliness of notes, contacting the Grievant within 24 hours of their assignment and proper formatting of notes during their Fact-Finding Meetings for the month of April. The following is an update on what the Committee has done this past month: Fact-Finding Meetings during the month of April was a total of 74 meetings, out of those, 22 meetings were for a Step Two Meeting, ten were for a Delay of Flight and we are now seeing a rise in Meetings for passenger complaint letters, which accounted for five Fact-Finding Meetings. We have seen no increase of Fact-Finding Meetings or Step Two Meetings in comparison to April of 2015 and 2016. Mark Anthony would like to thank Amanda Gauger Co-Chairperson of the Education Committee and Shop Steward for being on the call and talking about the latest confusion with calling out sick after being assigned a trip while on Reserve.*

Cuyler Thompson submitted the **New Hire Committee Report** for Chairperson Joe Skotnik:

*Since March, Joe has spoken to Class 356, 357, 358, 359, 360, and 361. Joe has attended graduation for all of the classes listed. Joe looks forward to speaking to the next seven classes that are scheduled through the end of the year. Joe would like to thank Grievance Team Member Alison Hare for her continued support in putting together the New Hire folders. Joe would also like to thank Grievance Team Members Renda Marsh, Tye Shirley, and Anne Claire Crawford for attending one of the New Hire presentations since March.*

Jessica Parker submitted the **Scholarship Committee Report**:

*The TWU Local 556 Scholarship Program is currently accepting applications for the Madeleine Howard Scholarship, the Paul Gaynor Scholarship, and the Robert “Trebor” McDowell-Akins Scholarship. On May 5, Jessica emailed all Domicile Executive Board Members to request that they include information in their E-Connections on the scholarships TWU Local 556 offers as well as ask that they post the updated scholarship posters in their Union Glass Cases. Scholarship applications and essays must be postmarked by June 30, 2017. Awards will be announced by August 20, 2017.*

Cuyler Thompson submitted the **Veterans Committee Report** for Chairpersons Brendon Remezas and Yvetta Penry:

*Brendon Remezas Chairperson of the TWU Local 556 Veterans Committee reports that he attended the annual Building Homes for Heroes fundraising event in New Jersey on May 15 to present a check from the Transport Workers Union International Veterans Committee in the amount of \$8,000 which was raised by TWU Members. Brendon also spoke with the CEO of Building Homes for Heroes Andrew Pujol and agreed to help find wounded Veterans in Illinois that need homes. Brendon and TWU Local 556 Co-Chairperson Yvetta Melton attended the TWU International Veterans Committee quarterly meeting in Columbus April 17-18 in which Brendon and Yvetta worked with other TWU Members to expand the Committee's awareness towards the issue of Post-Traumatic Stress Disorder (PTSD) and how the TWU Local 556 Veterans Committee will raise funds and educate on PTSD for Veterans who suffer from PTSD. Brendon and Yvetta have been finalizing their Membership email that will be sent to TWU Local 556 Members at the end of the month. Brendon will be participating in the Chicago Veterans ruck march on May 26. Brendon will carry 55.6 lbs. of gear during this 20-mile march to symbolize TWU Local 556 and raise awareness of some twenty Veterans whom commit suicide every day. Brendon would like to thank the Members of TWU Local 556 who have served this great nation and invites all Members to become more involved in Veteran Issues.*

Jessica Parker presented the **Women's Issues, Service, and Education (WISE) Committee Report**. There was no written report submitted.

Brett Nevarez submitted the **Flight Attendant Drug and Alcohol Program (FADAP) Committee** for Chairperson Natalie Salser:

*Two new FADAP Team Members were added following training in Charlotte on April 6. FADAP, CISM and The Outreach Team, completed visiting all the bases with lounge visits and meetings with Base Leadership in Oakland, on April 12, and Denver on April 13. Co-Chairpersons Tom Spillers and Natalie Salser attended CISM Training April 24-26.*

There was discussion regarding a proposed logo for the TWU Local 556 Women's Issues, Service, and Education (WISE) Committee. The Executive Board approved the amended logo.

Sam Wilkins made a **motion (8)** not to proceed on eight Grievances per the recommendations of the Grievance Review Committee (GRC). Jessica Parker **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (9)** to proceed on six Grievances per the recommendations of the Grievance Review Committee (GRC). Jessica Parker **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (10)** not to proceed on a Grievance per the recommendations of the Grievance Review Committee (GRC). Jessica Parker **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (11)** to revisit two Grievances based on new information. Stacey Vavakas **seconded** the motion. The motion **carried**.

Cuyler Thompson left the Meeting at 1729.

Sam Wilkins recorded the Minutes of the Meeting.

Sam Wilkins made a **motion (12)** not to proceed on two Grievances based on new information. Brett Nevarez **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (13)** to revisit a Grievance based on new information. Heather Kelly-Gray **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (14)** to table a Grievance. John Parrott **seconded** the motion. The motion **carried**.

Jessica Parker made a **motion (15)** to recess. John Parrott **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Away    |
| Michael Massoni    | Chair   |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Away    |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian “BR” Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Michael Massoni recessed the Meeting at 1755.

## **Wednesday**

**May 17, 2017**

Michael Massoni called the Meeting to order at 0900.

Executive Board Members Michael Massoni, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamela Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Audrey Stone was attending to Union Business.

Matt Hettich was excused for personal reasons.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

Grievance Committee Co-Chairpersons Becky Parker and Brandon Hillhouse were guests at the Meeting to discuss the merits of a Grievance.

Michael Massoni reported to the Executive Board new information regarding the proposed Language of Destination/Origin (LODO) Letter of Understanding (LOU).

Cuyler Thompson made a **motion (16)** not to accept the proposed Letter of Agreement regarding the Language of Destination/Origin (LODO) Program. David Jackson **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Away    |
| Michael Massoni    | Chair   |
| John Parrott       | Yea     |
| Brett Nevarez      | Nay     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Nay     |
| Heather Kelly-Gray | Nay     |
| Stacey Vavakas     | Away    |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian "BR" Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Becky Parker submitted the **Grievance Committee Report**:

**TOTAL NUMBER OF GRIEVANCES:**

225 Total Grievances:

|                          |       |
|--------------------------|-------|
| 33 Terminations          | 14.7% |
| 14 Group Grievances      | 6.2%  |
| 61 Non Term Disciplinary | 27.1% |
| 117 Individual Contract  | 52.0% |

|                                         |       |
|-----------------------------------------|-------|
| Total Contract Grievances on file: 131  | 58.2% |
| Total Discipline Grievances on file: 94 | 41.8% |

Grievance removals between April 11 and May 15 are broken down as follows:

45 Settled  
37 Withdrawn  
82 Total

### **Board of Adjustments**

The Union has two Individual Disciplinary Grievances scheduled for Board of Adjustment on June 27 and June 29. The hearing set for June 27 is regarding a 3day suspension. The hearing set for June 29 involves an alleged violation of Work and Conduct Rule 3.1 that resulted in a Written Warning. The Union also scheduled three Grievances for Board of Adjustment for this month. The first two Grievances were requested by the Union to be heard simultaneously in one single hearing on May 23. Management would not agree to the request. The Union chose then to bypass Board of Adjustment and proceed directly to Arbitration. The third grievance scheduled for Board of Adjustment in May was set to take place on May 25. This grievance was an Individual Disciplinary case involving a No Show Training (NST). This grievance settled prior to hearing. Management agreed to remove the NST and the hearing was cancelled.

### **Arbitration Update:**

The Arbitration scheduled for May 8-9 regarding termination of employment was settled two days before Arbitration. The Grievant was reinstated with no loss of seniority and was paid \$5,000 in back pay. Management also agreed to pay the Grievant \$14,199.78 for the Ratification Bonus. Management paid the full amount for the late notice cancellation fees. The Arbitration scheduled to take place May 23 also settled. This Grievance was regarding termination of employment. The Grievant was reinstated with no loss of seniority and no back pay.

### **Upcoming Arbitrations:**

There are currently ten Grievances slated for Arbitration. Six Grievances were scheduled by the Union and four are proceeding on their own, at their own expense, with their own legal counsel. The first Arbitration scheduled by the Union is set to take place on May 31. This Grievance involves an individual termination. The second Arbitration scheduled by the Union is set for June 20. This Grievance involves an individual termination. The third Arbitration scheduled by the Union is set for June 22. This Grievance involves two individual 30 day suspensions. These two Grievances will be heard simultaneously in one hearing. The fourth and fifth Arbitrations involve individual terminations. The parties are currently working to secure dates for both hearings.

### **Arbitrations Proceeding on Their Own**

All four Grievances involve termination of employment. Three of the four Arbitration dates have been scheduled. One is still in the process of securing a date. The three Arbitrations having confirmed dates are scheduled to take place on May 19, June 13 and June 15.

### **Arbitration Panel Update**

The Parties were successful last month in completing the Arbitration panel and appeared to be eager to maintain a full panel as outlined in Article 20.14(c). The Parties added "Maintain" to the new CBA language in an effort to keep a full panel. Unfortunately, Management has removed another Union Arbitrator from the panel this month. The Union was notified on May 11 of Management's decision to remove Arbitrator David Alexander from the panel of Arbitrators. Arbitrator Alexander is currently assigned to two Arbitrations. One that took place on April 12 involving an individual termination. The Grievant released the Union and proceeded to Arbitration on their own with their own counsel. The second Arbitration assigned to Arbitrator Alexander was scheduled by the Union involving two individual 30 day suspensions that will be heard simultaneously in one single hearing. As mentioned, the Union requested to have these two Grievances heard together in an effort to save time, money and resources. Management objected to the Union's request. The Union disputed this objection. The Union asked the Arbitrator to rule upon the Unions request to schedule the two Grievances to be heard simultaneously in one hearing. The Union argued against Managements objection as it was at odds with well-settled arbitral precedent that supports simultaneous arbitration of multiple Grievances. Furthermore, arbitral case law is clear that unless there is an affirmative contract clause forbidding simultaneous arbitration of multiple Grievances, the presumption is that either party may do so. We do not have Contract language prohibiting this. The Union provided compelling evidence to refute Management's argument. The Arbitrator ruled in favor of the Union agreeing to hear the two cases simultaneously seeing how these almost identical cases, arbitrated separately, would result in substantial duplication of preparation and testimony by witnesses, resulting in employee work time lost with increased expenses to both parties. The hearing set for June 22 involves these two 30 day suspensions arising from the same set of facts. Shortly after Arbitrator Alexander's ruling, Management notified the Union of their decision to remove Arbitrator Alexander from the panel. Though the Company has removed Arbitrator Alexander, he will still preside over the scheduled hearing set for June 22. The Union will provide an additional set of nominations to Management, one of whom will be selected as the mutually acceptable replacement of Arbitrator Alexander. The Union has raised concern with Management's decision to remove Arbitrator Alexander. We are awaiting a response.

### **Upcoming Grievance Meeting**

The Union and Management will be meeting on May 24 for the monthly Grievance Meeting.

Brandon Hillhouse was excused at 1012.

Grievance Committee Member Lauren Childs entered the Meeting at 1015 to discuss the merits of a Grievance.

The Executive Board spoke with a Grievant via conference call at 1019.

The Executive Board took a break at 1030 and reconvened at 1047.

Executive Board Members Michael Massoni, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamela Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Audrey Stone was attending to Union Business.

Matt Hettich was excused for personal reasons.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

Grievance Committee Chairperson Becky Parker and Member Lauren Childs were present at the Meeting to discuss the merits of a Grievance.

The Executive Board spoke with a Grievant via conference call at 1048.

Lauren Childs was excused at 1052.

Sam Wilkins made a **motion (17)** not to proceed on a Grievance. John Parrott **seconded** the motion. The motion **carried**.

Grievance Team Member Renda Marsh entered the Meeting at 1056 to discuss the merits of a Grievance.

The Executive Board spoke with a Grievant via conference call at 1102.

Renda Marsh was excused at 1116.

Sam Wilkins made a **motion (18)** not to proceed on a Grievance. Heather Kelly-Gray **seconded** the motion. The motion **carried**.

Becky Parker was excused at 1118.

Sam Wilkins requested that Executive Board Members submit proposed changes to be included in the TWU Local 556 Policies and Guidelines.

Sam Wilkins discussed Executive Board email etiquette.

John Parrott **agreed** to report Office Team Members' quarterly flying compliance in his monthly Office Manager's Report to the Executive Board.

Sam Wilkins discussed call procedures involving three-way conference calls.

Brian "BR" Ricks left the Meeting at 1134.

Cuyler Thompson submitted the **Oakland Base Report** for Matt Hettich:

*Matt reported that Fact-Finding Meetings have involved the following alleged behavior: delay of flight, unprofessional behavior on the PA, not briefing the over-wing exit, and drinking while in uniform while commuting. Oakland has seen an increase in Flight Attendants grieving FTRs and No Shows. Matt distributed a monthly E-Connection, posted the glass case poster, answered Member phone calls, emails, and text messages, and participated as a member of the Minutes Review Committee, reviewing*

*Executive Board Meeting Minutes for grammatical changes only. Matt thanked Board Member at Large Heather Kelly-Grey and Oakland Shop Steward Josh Rosenberg for attending the TWU California State Conference lobby day in Sacramento on April 24 and 25. TWU locals meet with several members of the California legislature to gain support in the fight against Southwest Airlines "protected leave" policy. Matt is happy to report that the Oakland Inflight Base has a check-in phone outside security in terminal one located across from the Oakland Tribune news-stand. Matt hosted the Oakland session of the Executive Board Town Hall Meeting on May 9, with zero Members in attendance.*

Grievance Committee Chairperson Becky Parker and Member Beth Ross entered the Meeting at 1146 to discuss the merits of a Grievance.

The Executive Board spoke with a Grievant via conference call at 1151.

Brian "BR" Ricks returned to the Meeting at 1158.

Beth Ross was excused at 1203.

John DiPippa made a **motion (19)** not to proceed on a Grievance. John Parrott **seconded** the motion. The motion **carried**.

The Executive Board went to lunch at 1207 and reconvened at 1342.

Executive Board Members Michael Massoni, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamila Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Audrey Stone was attending to Union Business.

Matt Hettich was excused for personal reasons.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

Grievance Committee Chairperson Becky Parker and Member Lauren Childs were present at the Meeting to discuss the merits of a Grievance.

Cuyler Thompson submitted the **April 2017 Executive Board Meeting Minutes** for review.

The Executive Board made corrections and changes to the Minutes.

Grievance Committee Chairperson Becky Parker entered the Meeting at 1419 to discuss the merits of a Grievance.

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

The Grievant was excused at 1437.

John Parrott made a **motion (20)** not to proceed on a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

Grievance Committee Member Beth Ross entered the Meeting at 1452 to discuss the merits of a Grievance.

The Executive Board spoke with a Grievant via conference call at 1503.

Beth Ross was excused at 1522.

Brett Nevarez made a **motion (21)** not to proceed on a Grievance. John Parrott **seconded** the motion. The motion **carried**.

Grievance Committee Member Renda Marsh entered the Meeting at 1538 to discuss the merits of a Grievance.

The Executive Board took a break at 1543 and reconvened at 1600.

Executive Board Members Michael Massoni, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamila Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Audrey Stone was attending to Union Business.

Matt Hettich was excused for personal reasons.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

Grievance Committee Chairperson Becky Parker and Grievance Committee Member Renda Marsh were guests at the Meeting to discuss the merits of a Grievance.

The Executive Board left a voice message for a Grievant via conference call at 1603.

Renda Marsh and Becky Parker were excused at 1610.

Michael Massoni left the Meeting at 1612.

Brett Nevarez chaired the Meeting.

The Executive Board continued to make corrections and changes to the April 2017 Executive Board Meeting Minutes.

Michael Massoni returned to the Meeting at 1622.

Michael Massoni chaired the Meeting.

Cuyler Thompson submitted the **April 28, 2017 Conference Call Synopsis** for review.

The Executive Board made corrections and changes to the Synopsis.

Brian "BR" Ricks left the Meeting at 1640.

John Parrott submitted the **April 2017 TWU Local 556 Financial Report** for review. The Executive Board reviewed the Financial Report.

Brian "BR" Ricks returned to the meeting at 1657.

Brett Nevarez made a **motion (22)** to approve the April 2017 TWU Local 556 Financial Report. Sam Wilkins **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Excused |
| Michael Massoni    | Chair   |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian "BR" Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Becky Parker entered the Meeting at 1717 to discuss the merits of the Grievance.

The Executive Board left a voice message for a Grievant via conference call at 1718.

Heather Kelly-Gray made a **motion (23)** not to proceed on a Grievance. Jessica Parker **seconded** the motion. The motion **carried**.

Brett Nevarez made a **motion (24)** to recess. Cuyler Thompson **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                 |         |
|-----------------|---------|
| Audrey Stone    | Excused |
| Michael Massoni | Chair   |
| John Parrott    | Yea     |
| Brett Nevarez   | Yea     |
| Cuyler Thompson | Yea     |
| Sam Wilkins     | Yea     |

|                    |         |
|--------------------|---------|
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian "BR" Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Michael Massoni recessed the Meeting at 1722.

## **Thursday** **May 18, 2018**

Audrey Stone called the Meeting to order at 0902.

Executive Board Members Audrey Stone, Michael Massoni, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamila Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Matt Hettich was excused for personal reasons.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

TWU Vice President Thom McDaniel and TWU Local 556 Legal Counsel Ed Cloutman was present at the Meeting to discuss the ongoing recall petition.

There was discussion regarding confidentiality and attorney client privilege.

Donna Keith, Jessica Parker and John DiPippa **agreed** to serve on a three-member ad-hoc Recall Petition Signature Validation Committee to comply with the instructions of the International Committee on Appeals (ICA).

The Executive Board took a break at 1013 and reconvened at 1030.

Executive Board Members Audrey Stone, Michael Massoni, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamila Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Matt Hettich was excused for personal reasons.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

TWU Vice President Thom McDaniel and TWU Local 556 Legal Counsel Ed Cloutman were present at the Meeting to discuss the ongoing recall petition.

The Recall Petition Signature Validation Committee will publish a communication to the TWU Local 556 Membership regarding the final outcome of the recall petition.

Audrey Stone and Michael Massoni left the Meeting at 1153.

Brett Nevarez chaired the Meeting.

The Executive Board **agreed** upon the language to be published in letters to Jeanna Jackson and Lakenya Johnson regarding Article XIX Charges, considered by the Executive Board the previous month. Cuyler Thompson **agreed** to present the proposed communication to legal counsel for review.

The Executive Board went to lunch at 1207 and reconvened at 1330.

Executive Board Members Brett Nevarez, Cuyler Thompson, Heather Kelly-Gray, Pamila Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Michael Massoni, John Parrott, Sam Wilkins and Audrey Stone were attending Union Business

Matt Hettich was excused for personal reasons.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

TWU Vice President Thom McDaniel was a guest at the Meeting.

Brett Nevarez chaired the Meeting.

Cuyler Thompson submitted the **April 2017 Executive Board Meeting Synopsis, Minutes, Attendance Report and Voting Record and Vote Tally** for review.

The Executive Board made corrections and changes to the Meeting Synopsis, Minutes, Attendance Report and Voting Record and Vote Tally.

Sam Wilkins returned to the Meeting at 1343.

Audrey Stone returned to the Meeting at 1345.

Audrey Stone chaired the Meeting.

The Executive Board continued to make corrections and changes to the Meeting Synopsis, Minutes, Attendance Report and Voting Record and Vote Tally.

Michael Massoni returned to the Meeting at 1353.

Brett Nevarez made a **motion (25)** to approve the April 2017 Executive Board Meeting Synopsis as amended. Heather Kelly-Gray **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Abstain |
| David Jackson      | Yea     |
| John DiPippa       | Abstain |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian “BR” Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Brett Nevarez made a **motion (26)** to approve the April 2017 Executive Board Meeting Minutes as amended. Heather Kelly-Gray **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Abstain |
| David Jackson      | Yea     |
| John DiPippa       | Abstain |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian “BR” Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |

Jessica Parker

Yea

The motion **carried**.

John Parrott made a **motion (27)** to approve the April 2017 Executive Board Meeting Voting Record and Vote Tally as amended. Brian "BR" Ricks **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Abstain |
| David Jackson      | Yea     |
| John DiPippa       | Abstain |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian "BR" Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

John Parrott made a **motion (28)** to approve the April 2017 Executive Board Meeting Attendance Report. Michael Massoni **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Abstain |
| David Jackson      | Yea     |
| John DiPippa       | Abstain |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian "BR" Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Cuyler Thompson submitted the **April 28, 2017 Executive Board Conference Call Synopsis, Attendance Report and Voting Record and Vote Tally** for review.

The Executive Board made corrections and changes to the Conference Call Synopsis, Attendance Report and Voting Record and Vote Tally.

Michael Massoni made a **motion (29)** to approve the April 28, 2017 Executive Board Conference Call Voting Record and Vote Tally. Heather Kelly-Gray **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Abstain |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian "BR" Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Abstain |

The motion **carried**.

John Parrott made a **motion (30)** to approve the April 28, 2017 Executive Board Conference Call Attendance Report. Brian "BR" Ricks **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Abstain |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |

|                   |         |
|-------------------|---------|
| Rachel Brownfield | Excused |
| Pamila Oak        | Yea     |
| Brian “BR” Ricks  | Yea     |
| Jimmy West        | Excused |
| Donna Keith       | Yea     |
| Jessica Parker    | Abstain |

The motion **carried**.

Brett Nevarez made a **motion (31)** to approve the April 28, 2017 Executive Board Conference Call Synopsis as amended. Michael Massoni **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Abstain |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian “BR” Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Abstain |

The motion **carried**.

Audrey Stone submitted the **President’s Report**:

*Audrey stated that, since last reported, she attended a TWU International Executive Board and Council Meeting January 31-February 3, a TWU Air Division President’s Meeting March 21-22, and a TWU Executive Council Meeting May 1-4. She sat Emergency Officer On-Call during the week of February 6 and March 13. She participated in a Bylaw Meeting with TWU International Secretary-Treasurer Alex Garcia, 1<sup>st</sup> Vice President Michael Massoni, Treasurer John Parrott, and Legal Counsel on March 17, and again on April 24, with Alex, Michael, Legal Counsel, and TWU Local 556 International Representative Thom McDaniel. Audrey participated in Executive Board Strategic Planning February 15-17. She then participated in conference calls to interview survey companies on February 28 and March 3, and then participated in subsequent conference calls with Lake Research on the survey draft on March 20, April 6, April 25, and May 8. She attended the monthly Grievance Meeting between TWU Local 556 and Southwest Airlines on February 21 and April 25, as well as the Grievance Summit held on March 8. Audrey attended a LODO Sub-Committee meeting along with Oakland Flight Attendant Bill Holcomb and Orlando Flight Attendant Egda Avila on February 8 and April 26, as well as a*

conference call with Southwest Airlines on March 24. She attended an LM-2 Training conducted by the Department of Labor on February 22, along with John Parrott. Audrey participated in Shop Steward Conference Calls on February 23, March 30, and April 28. She also attended the second session of the National Labor Leadership Institute from February 26-March 3. Audrey met with Southwest Airlines on March 6-7 and April 4-5 to work on Contractual Q and A's. She was accompanied by 2<sup>nd</sup> Vice President Brett Nevarez and Grievance Committee Co-Chairperson Brandon Hillhouse. Audrey and Brett participated in a Union Labor Summit on April 27, and attended the 1<sup>st</sup> quarter Earnings Briefing at Southwest Airlines along with Michael Massoni. They attended a meeting with Senior Director of Inflight Crew Operations and Automation Brendan Conlon to discuss Emergency Sick Call Procedures (ESCP). She also attended a meeting on March 14 to discuss ESCP, and shared data that was presented with the Executive Board. Audrey, Brett, and John met with Vice President of Inflight Sonya Lacore and Brendan on March 7 to discuss the July 20, 2016 server outage and Southwest Airline's plans to address technology. She chaired the Membership Meeting in Las Vegas on March 23, Oakland on March 27, Denver on March 28, Chicago on March 29, and Phoenix on March 30. Audrey led conference calls with the Executive Board on April 28 and May 4. She met with the Education Committee on May 8, and led the Executive Board Town Hall on May 9. Audrey, along with Michael, attended the Coalition of Flight Attendant reception on May 10, and the meeting on May 11. She completed her 2<sup>nd</sup> quarter Bylaw flying requirement on May 12-13. She met with Sonya on April 27 and again on May 15, along with Michael, Brett, Brendan, and Senior Director Onboard Experience and Policy Steve Murtoff to discuss Flight Attendant concerns, including ESCP. Audrey attended the Hospitality Survey Redesign Committee on May 16-17. She, Michael, Brandon, and Executive Board Member at Large Sam Wilkins attended a meeting on May 18 with Senior Director Base Operations Mike Sims and Senior Manager Base Operations Cetta Larabee to discuss ESCP. Audrey continues to assist the Grievance Team and is making a recommendation that Dallas Flight Attendant John Moore be brought on as a Grievance Specialist.

John Parrott made a **motion (32)** to approve John Moore to serve on the TWU Local 556 Grievance Team per the President's recommendation. Sam Wilkins **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian "BR" Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Audrey Stone submitted two pieces of correspondence from TWU International regarding the upcoming Constitutional Convention and Officer Training.

Audrey Stone submitted one piece of correspondence from Herb Kelleher and Colleen Barrett, in which they thanked Audrey Stone for her work.

John Parrott made a **motion (33)** to hold the October 2017 Executive Board Meeting the week of October 15. Michael Massoni **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Yea     |
| John Parrott       | Yea     |
| Brett Nevarez      | Yea     |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Yea     |
| David Jackson      | Yea     |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian "BR" Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Cuyler Thompson requested to be excused from the rescheduled October Executive Board Meeting due to a previous commitment.

Michael Massoni left the Meeting at 1512.

The Executive Board discussed rescheduling the September 2017 Executive Board Meeting due to the TWU International Convention, but **agreed** to make a decision at a later time.

The Executive Board took a break at 1517 and reconvened at 1530.

Executive Board Members Audrey Stone, Michael Massoni, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Pamila Oak, Stacey Vavakas, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa and Donna Keith were present at the Meeting.

Matt Hettich was excused for personal reasons.

Rachel Brownfield was excused for maternity leave.

Jimmy West was excused for medical leave.

TWU Vice President Thom McDaniel was a guest at the Meeting.

Grievance Committee Chairpersons Becky Parker and Brandon Hillhouse were guests at the Meeting to discuss the merits of a Grievance.

John Parrott made a **motion (34)** to revisit a Grievance. Sam Wilkins **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (35)** to revisit a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

John Parrott made a **motion (36)** to accept the proposed settlement to a Grievance. Jessica Parker **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (37)** to revisit a Grievance. Brett Nevarez **seconded** the motion. The motion **carried**.

John Parrott made a **motion (38)** to accept the proposed settlement to a Grievance. Brett Nevarez **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (39)** to revisit a Grievance. Stacey Vavakas **seconded** the motion. The motion **carried**.

Brett Nevarez left the Meeting at 1600.

John Parrott made a **motion (40)** to accept the proposed settlement to a Grievance as amended. Sam Wilkins **seconded** the motion. The motion **carried**.

Stacey Vavakas left the Meeting at 1618.

David Jackson left the Meeting at 1625.

Sam Wilkins made a **motion (41)** to revisit a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (42)** to revisit a Grievance. Heather Kelly-Gray **seconded** the motion. The motion **carried**.

John Parrott made a **motion (43)** not to proceed on a Grievance based on new information. John DiPippa **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (44)** to revisit a Grievance. John Parrott **seconded** the motion. The motion **carried**.

Becky Parker and Brandon Hillhouse were excused at 1654.

Sam Wilkins made a **motion (45)** to excuse Matt Hettich from Wednesday and Thursday for personal reasons. Cuyler Thompson **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Away    |
| John Parrott       | Yea     |
| Brett Nevarez      | Away    |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Away    |
| David Jackson      | Away    |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Yea     |
| Brian “BR” Ricks   | Yea     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

There was discussion regarding the upcoming Membership Survey, to be completed by Lake Research Partners in accordance with the TWU Local 556 Strategic Plan.

Sam Wilkins made a **motion (46)** to create an ad-hoc ESCP Committee per the recommendation of Audrey Stone. Heather Kelly-Gray **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Away    |
| John Parrott       | Nay     |
| Brett Nevarez      | Away    |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Away    |
| David Jackson      | Away    |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Nay     |
| Brian “BR” Ricks   | Nay     |
| Jimmy West         | Excused |
| Donna Keith        | Yea     |
| Jessica Parker     | Yea     |

The motion **carried**.

Sam Wilkins made a **motion (47)** to adjourn. John Parrott **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

|                    |         |
|--------------------|---------|
| Audrey Stone       | Chair   |
| Michael Massoni    | Away    |
| John Parrott       | Nay     |
| Brett Nevarez      | Away    |
| Cuyler Thompson    | Yea     |
| Sam Wilkins        | Yea     |
| Heather Kelly-Gray | Yea     |
| Stacey Vavakas     | Away    |
| David Jackson      | Away    |
| John DiPippa       | Yea     |
| Matt Hettich       | Excused |
| Rachel Brownfield  | Excused |
| Pamila Oak         | Nay     |
| Brian "BR" Ricks   | Nay     |
| Jimmy West         | Excused |
| Donna Keith        | Nay     |
| Jessica Parker     | Yea     |

The motion **carried**.

Audrey Stone adjourned the Meeting at 1707.

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



Cuyler Thompson  
TWU Local 556 Recording Secretary