



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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TWU Local 556
1st Membership Meeting
March 17-30, 2017
Minutes

Dallas

March 17, 2017

TWU Local 556 2nd Vice President Brett Nevarez called the 1st Membership Meeting of 2017 to order at 1000.

Executive Board Members Brett Nevarez, Cuyler Thompson and Brian "BR" Ricks were present at the Meeting.

New Hire Committee Chairperson Joe Skotnik was present at the Meeting.

Shop Stewards Rock Mikulak, Aaron Ayers, Jeanna Jackson, Lyn Montgomery, Michelle Oden, Ann Claire Crawford and Liz Howayeck were present at the Meeting.

Brett Nevarez introduced those Union Leaders present at the Meeting.

Brett Nevarez reminded those present that Membership Meetings were open only to Members in Good Standing at TWU Local 556. Brett noted that Probationary Flight Attendants were encouraged to attend Meetings, but were not allowed to vote on motions on the floor. Brett explained that weapons were not allowed in the Meeting and that video and/or audio recordings of the meeting were prohibited. Brett explained that the Meeting would be conducted by the parliamentary procedure Roberts Rules of Order, and noted that one copy of the procedure was available for Members to reference during the Meeting. Brett reviewed the Meeting Agenda and reminded those present to return the Membership Meeting Packets before leaving the Meeting.

Cuyler Thompson presented the **3rd Membership Meeting Minutes of 2016** for review.

Joe Skotnik made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Jeanna Jackson **seconded** the motion. The motion **carried**.

Brett Nevarez presented the **February 2017 TWU Local 556 Financial Report** for review.

There was discussion regarding the Financial Report.

In response to a Member's question, there was discussion regarding the AFL-CIO's National Leadership Initiative, attended by TWU Local 556 President and Lead Negotiator Audrey Stone.

In response to a Member's question, there was discussion regarding cost savings associated with the duplex rented to house Union Leaders when in Dallas for business.

In response to a Member's question, there was discussion regarding the fact that President Audrey Stone was currently attending another Union business meeting and not present at the Dallas Session.

In response to a Member's question, Cuyler Thompson reported that there would be no discussion regarding a recall petition due to current litigation.

In response to a Member's question, there was discussion regarding the five non-Flight Attendant Employee positions TWU Local 556.

In response to a Member's question, there was discussion regarding the long-term investments of the Union.

Brett Nevarez updated those Members present on Southwest Airlines Management's Hospitality Flyer Program. Brett noted that the Executive Board discussed the Program with Management during a meeting earlier in the week. He said that Management did not plan to permanently stop the Program, but noted that it had been temporarily "paused" when the Union raised objection. Brett explained that the Union would continue to address the Membership's concerns throughout the Program's redesign process and would work through the two Group Grievances filed after the Program's original announcement. There was discussion.

In response to a Member's question, there was discussion regarding ongoing difficulties with the 2017 Online Recurrent Training modules.

In response to a Member's question, there was discussion regarding a lack of Internal Hospitality by Southwest Airlines Management and morale in the Flight Attendant Workgroup.

Brett Nevarez updated those Members present on the AirTran Points Conversion Agreement issue, and the language regarding the "16-month point roll off" that did not apply to any points previously accrued and carried over by Flight Attendants during the transition from AirTran. Brett described the meetings and investigation conducted by the Union in attempts to resolve the matter. There was discussion.

Brett Nevarez updated those Members present regarding the recent Emergency Sick Call Procedures (ESCP) declaration. Brett noted that the Executive Board discussed ESCP with Management during a meeting earlier in the week and reviewed sick call statistics from previous years. There was discussion.

Brian "BR" Ricks made a **motion** to recess. Paige Johnson **seconded** the motion. The motion **carried**.

Brett Nevarez recessed the Dallas Session of the Meeting at 1428.

Houston

March 19, 2017

President Audrey Stone called the Houston Session of the Membership Meeting to order at 1201.

Executive Board Members Audrey Stone, Cuyler Thompson and David Jackson were present at the Meeting.

Shop Stewards Corliss King, LaTonia Benoit and David Kirtley were present at the Meeting.

Audrey Stone introduced those Union Leaders present at the Meeting.

Audrey Stone reminded those present that Membership Meetings were open only to Members in Good Standing at TWU Local 556. Audrey noted that Probationary Flight Attendants were encouraged to attend Meetings, but were not allowed to vote on motions on the floor. Audrey explained that weapons were not allowed in the Meeting and that video and/or audio recordings of the meeting were prohibited. Audrey explained that the Meeting would be conducted by the parliamentary procedure Roberts Rules of Order, and noted that one copy of the procedure was available for Members to reference during the Meeting. Audrey reviewed the Meeting Agenda and reminded those present to return the Membership Meeting Packets before leaving the Meeting.

Cuyler Thompson presented the **3rd Membership Meeting Minutes of 2016** for review.

David Jackson made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. David Kirtley **seconded** the motion. The motion **carried**.

Audrey Stone presented the **February 2017 TWU Local 556 Financial Report** for review.

There was discussion regarding the Financial Report.

In response to a Member's question, there was discussion regarding Flight Attendant staffing predictions for the year.

In response to a Member's question, there was discussion regarding the AFL-CIO's National Leadership Initiative, attended by TWU Local 556 President and Lead Negotiator Audrey Stone.

In response to a Member's question, there was discussion regarding TWU Local 556 Union Dues and the Negotiations Assessment Fee.

In response to a Member's question, there was discussion regarding cost savings associated with the duplex rented to house Union Leaders when in Dallas for business.

Audrey Stone updated those Members present on Southwest Airlines Management's Hospitality Flyer Program. Audrey noted that the Executive Board discussed the Program with Management during a meeting earlier in the week. She said that Management did not plan to permanently stop the Program, but noted that it had been temporarily "paused" when the Union raised objection. Audrey explained that the Union would continue to address the Membership's concerns throughout the Program's redesign process and would work through the two Group Grievances filed after the Program's original announcement. There was discussion.

In response to a Member's question, there was discussion regarding Irregularity Reports.

Audrey Stone updated those Members present on the AirTran Points Conversion Agreement issue, and the language regarding the "16-month point roll off" that did not apply to any points accrued and carried over by Flight Attendants when they transitioned from AirTran. Audrey described the meetings and investigation conducted by the Union in attempts to resolve the matter. Audrey reported that the Union would soon publish a communication to Members regarding the issue and would contact all former AirTran Flight Attendants, who still carried points earned at AirTran, to discuss ways to get rid of the points. There was discussion.

Audrey Stone updated those Members present regarding the recent Emergency Sick Call Procedures (ESCP) declaration and the history of the ESCP. Audrey noted that the Executive Board discussed ESCP with

Management during a meeting earlier in the week and reviewed sick call statistics from previous years. Audrey said that according to Management, the ESCP may be lifted later that day. There was discussion.

In response to a Member's question, there was discussion regarding taxes paid on the new Flight Attendant Uniforms.

In response to a Member's question, there was discussion regarding the amendable date of the Contract and date of the next Executive Board Election.

In response to a Member's question, Audrey Stone reported that there would be no discussion regarding a recall petition due to current litigation.

In response to a Member's question, there was discussion regarding the recent appointment of Michael Massoni as 1st Vice President of TWU Local 556 and the appointment of Heather Kelly-Gray as Board Member-at-Large.

In response to a Member's question, there was discussion regarding an upcoming Membership Survey, which was part of the Executive Board's Strategic Plan.

In response to Members' questions, there was discussion regarding how Membership Meeting schedules are posted and how the Meeting Agendas are created.

In response to a Member's question, there was discussion regarding the upcoming TWU International Constitutional Convention, scheduled to take place in Las Vegas during September 2017.

David Jackson made a **motion** to recess. David Kirtley **seconded** the motion. The motion **carried**.

Audrey Stone recessed the Houston Session of the Meeting at 1515.

Baltimore

March 20, 2017

2nd Vice President Brett Nevarez called the Baltimore Session of the Membership Meeting to order at 1200.

Executive Board Members Brett Nevarez and Cuyler Thompson were present at the Meeting.

Shop Stewards Rob Swafford, Melissa Grube, Rick Desmond and Patty Benson were present at the Meeting.

Brett Nevarez introduced those Union Leaders present at the Meeting.

Brett Nevarez reminded those present that Membership Meetings were open only to Members in good standing at TWU Local 556. Brett noted that Probationary Flight Attendants were encouraged to attend Meetings, but were not allowed to vote on motions on the floor. Brett explained that weapons were not allowed in the Meeting and that video and/or audio recordings of the meeting were prohibited. Brett explained that the Meeting would be conducted by the parliamentary procedure Roberts Rules of Order, and noted that one copy of the procedure was available for Members to reference during the Meeting. Brett reviewed the Meeting Agenda and reminded those present to return the Membership Meeting Packets before leaving the Meeting.

Cuyler Thompson presented the 3rd **Membership Meeting Minutes of 2016** for review.

Rob Swafford made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Melissa Grube **seconded** the motion. The motion **carried**.

Brett Nevarez presented the **February 2017 TWU Local 556 Financial Report** for review.

There was discussion regarding the Financial Report.

In response to a Member's question, there was discussion regarding cost savings associated with the duplex rented to house Union Leaders when in Dallas for business.

In response to a Member's question, Brett Nevarez reported that there would be no discussion regarding a recall petition due to current litigation.

In response to a Member's question, there was discussion regarding changes to the way that Southwest Airlines administered the Maryland Flexible Leave Act.

In response to a Member's question, there was discussion regarding the findings of the ad-hoc E-Membership Feasibility Committee and the Executive Board's plans to test available technologies as part of the Strategic Plan.

Brett Nevarez updated those Members present on Southwest Airlines Management's Hospitality Flyer Program. Brett noted that the Executive Board discussed the Program with Management during a meeting the previous week. He said that Management did not plan to permanently stop the Program, but noted that it had been temporarily "paused" when the Union raised objection. Brett explained that the Union would continue to address the Membership's concerns throughout the Program's redesign process and would work through the two Group Grievances filed after the Program's original announcement. There was discussion.

In response to a Member's question, there was discussion regarding Baltimore Inflight Base Management.

Brett Nevarez updated those Members present on the AirTran Points Conversion Agreement issue, and the language regarding the "16-month point roll off" that did not apply to any points previously accrued and carried over by Flight Attendants during the transition from AirTran. Brett described the meetings and investigation conducted by the Union in attempts to resolve the matter. There was discussion.

Brett Nevarez updated those Members present regarding the recent Emergency Sick Call Procedures (ESCP) declaration. Brett noted that the Executive Board discussed ESCP with Management during a meeting the previous week and reviewed sick call statistics from previous years. There was discussion.

In response to a Member's question, there was discussion regarding Contract Negotiations.

Cuyler Thompson made a **motion (1)** that the TWU Local 556 Treasurer or designee will attend all Sessions of regularly scheduled Membership Meetings to present the Union's Financial Report for Member review. Chris Marr **seconded** the motion.

In response to a Member's question, there was discussion regarding the Group Grievance filed by TWU Local 556 regarding Southwest Airlines' decision to provision only the forward galleys on some flights in Ft. Lauderdale, the Southwest Airlines' newest Provisioning Station.

In response to a Member's question, there was discussion regarding the Language of Destination Origin (LODO) program.

In response to a Member's question, there was discussion regarding the arbitration process.

In response to a Member's question, there was discussion regarding Management's ability to include Flight Attendants' Attendance Point totals on Crew Web Access (CWA) screens.

In response to a Member's question, there was discussion regarding Gross Lost Time.

Rob Swafford made a **motion** to recess. Patti Benson **seconded** the motion. The motion **carried**.

Brett Nevarez recessed the Baltimore Session of the Meeting at 1444.

Orlando

March 21, 2017

Board Member-at-Large Sam Wilkins called the Orlando Session of the Meeting to order at 1200.

Executive Board Members Sam Wilkins and Cuyler Thompson were present at the Meeting.

Shop Steward Barbara Page was present at the Meeting.

Sam Wilkins reminded those present that Membership Meetings were open only to Members in good standing at TWU Local 556. Sam noted that Probationary Flight Attendants were encouraged to attend Meetings, but were not allowed to vote on motions on the floor. She explained that weapons were not allowed in the Meeting and that video and/or audio recordings of the meeting were prohibited. Sam explained that the Meeting would be conducted by the parliamentary procedure Roberts Rules of Order, and noted that an electronic copy of the procedure was available for Members to reference during the Meeting. Sam reviewed the Meeting Agenda and reminded those present to return the Membership Meeting Packets before leaving the Meeting.

Cuyler Thompson presented the **3rd Membership Meeting Minutes of 2016** for review.

Alison Carver made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Scotty Jones **seconded** the motion. The motion **carried**.

Sam Wilkins presented the **February 2017 TWU Local 556 Financial Report** for review.

There was discussion regarding the Financial Report.

In response to a Member's question, there was discussion regarding Gross Lost Time.

In response to a Member's question, there was discussion regarding the report time for 737-800 aircraft.

In response to a Member's question, there was discussion regarding the TWU Local 556 Union Office.

In response to a Member's question, there was discussion regarding cost savings associated with the duplex rented to house Union Leaders when in Dallas for business.

Sam Wilkins updated those Members present on Southwest Airlines Management's Hospitality Flyer Program. Sam noted that the Executive Board discussed the Program with Management during a meeting the previous week. She said that Management did not plan to permanently stop the Program, but noted that it had been temporarily "paused" when the Union raised objection. Sam explained that the Union would continue to address the Membership's concerns throughout the Program's redesign process and would work through the two Group Grievances filed after the Program's original announcement. There was discussion.

In response to a Member's question, there was discussion regarding Southwest Airlines Labor Summits.

Sam Wilkins updated those Members present on the AirTran Points Conversion Agreement issue, and the language regarding the "16-month point roll off" that did not apply to any points previously accrued and carried over by Flight Attendants during the transition from AirTran. Sam described the meetings and investigation conducted by the Union in attempts to resolve the matter. Sam reported that a communication from the Executive Board was forthcoming regarding the matter. There was discussion.

Sam Wilkins updated those Members present regarding the recent Emergency Sick Call Procedures (ESCP) declaration. Sam noted that the Executive Board discussed ESCP with Management during a meeting the previous week and reviewed sick call statistics from previous years. There was discussion.

Sam Wilkins updated those Members present regarding the findings of the ad-hoc E-Membership Feasibility Committee and the Executive Board's plans to test the technology via a system-wide TWU Local 556 Town Hall broadcast as part of the Strategic Plan.

Cuyler Thompson read aloud a motion made during a previous Session of the Membership Meeting.

In response to a Member's question, there was discussion regarding the upcoming TWU International Constitutional Convention, scheduled to take place in Las Vegas during September 2017.

In response to a Member's question, there was discussion regarding the new TWU Local 556 Website. Cuyler Thompson **agreed** to ask the Executive Board for approval to post regular monthly Committee Reports on the Website.

In response to a Member's question, there was discussion regarding several lawsuits filed by Southwest Airlines Flight Attendants against TWU Local 556.

Alison Carver made a **motion** to recess. Scotty Jones **seconded** the motion. The motion **carried**.

Sam Wilkins recessed the Orlando Session of the Meeting at 1500.

Atlanta

March 22, 2017

Board Member-at-Large Sam Wilkins called the Atlanta Session of the Meeting to order at 1200.

Executive Board Members Sam Wilkins and Cuyler Thompson were present at the Meeting.

Uniform Committee Chairperson Jabari Smith was present at the Meeting.

Shop Stewards Eric McCulley, Gene Vanderpool, KeyAnder Early, Karla Braxton and Mark David were present at the Meeting.

Sam Wilkins reminded those present that Membership Meetings were open only to Members in good standing at TWU Local 556. Sam noted that Probationary Flight Attendants were encouraged to attend Meetings, but were not allowed to vote on motions on the floor. She explained that weapons were not allowed in the Meeting and that video and/or audio recordings of the meeting were prohibited. Sam explained that the Meeting would be conducted by the parliamentary procedure Roberts Rules of Order, and noted that an electronic copy of the procedure was available for Members to reference during the Meeting. Sam reviewed the Meeting Agenda and reminded those present to return the Membership Meeting Packets before leaving the Meeting.

Cuyler Thompson presented the **3rd Membership Meeting Minutes of 2016** for review.

Casey Rittner made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. KeyAnder Early **seconded** the motion. The motion **carried**.

Sam Wilkins presented the **February 2017 TWU Local 556 Financial Report** for review.

There was discussion regarding the Financial Report.

In response to a Member's question, there was discussion regarding cost savings associated with the duplex rented to house Union Leaders when in Dallas for business.

In response to a Member's question, there was discussion regarding Gross Lost Time.

In response to a Member's question, there was discussion regarding TWU Local 556 Union Dues and the Negotiations Assessment Fee.

In response to a Member's question, there was discussion regarding TWU Local 556 Operating Budget and fiscal year 2016-2017. Cuyler Thompson **agreed** to make the budget a priority during the next Executive Board Meeting.

In response to a Member's question, there was discussion regarding the call for diversity and/or discrimination sensitivity training for the Flight Attendants of Southwest Airlines and the Members of TWU Local 556.

Sam Wilkins updated those Members present on Southwest Airlines Management's Hospitality Flyer Program. Sam noted that the Executive Board discussed the Program with Management during a meeting the previous week. She said that Management did not plan to permanently stop the Program, but noted that it had been temporarily "paused" when the Union raised objection. Sam explained that the Union would continue to address the Membership's concerns throughout the Program's redesign process and would work through the two Group Grievances filed after the Program's original announcement. There was discussion.

Sam Wilkins updated those Members present on the AirTran Points Conversion Agreement issue, and the language regarding the "16-month point roll off" that did not apply to any points previously accrued and carried over by Flight Attendants during the transition from AirTran. Sam described the meetings and investigation conducted by the Union in attempts to resolve the matter. Sam reported that a communication from the Executive Board had been published the previous day. There was discussion.

Sam Wilkins updated those Members present regarding the recent Emergency Sick Call Procedures (ESCP) declaration. Sam noted that the Executive Board discussed ESCP with Management during a meeting the previous week and reviewed sick call statistics from previous years. There was discussion.

Sam Wilkins updated those Members present regarding the findings of the ad-hoc E-Membership Feasibility Committee and the Executive Board's plans to test the technology via a system-wide TWU Local 556 Town Hall broadcast as part of the Strategic Plan.

Cuyler Thompson read aloud a motion made during a previous Session of the Membership Meeting.

Shop Steward KeyAnder Early updated those Members present regarding issues specific to the Atlanta Base. KeyAnder noted that printed copies of the Contract were available in the Atlanta Crew Lounge. KeyAnder noted that the Local had signed up to participate in the Atlanta Pride Parade. KeyAnder asked for volunteers to assist with the upcoming Atlanta Town Hall meeting with Southwest Airlines Management. KeyAnder noted that Members interested in assisting the Committee on Political Education (COPE) with legislative issues in Georgia contact Pamila Oak for more information.

In response to a Member's question, there was discussion regarding the new TWU Local 556 Website and the ongoing project to update the TWU556 Connect mobile app.

In response to a Member's question, there was discussion regarding problems with animals onboard Southwest Airlines aircraft.

Uniform Committee Chairperson Jabari Smith updated those Members present regarding the ordering process and rollout for the new Flight Attendant uniform. There was discussion regarding the fact the Article 13.3 of the Contract stated that all uniform sizes must be available in each base. There was discussion regarding the plausibility of resolving the issue through the Grievance process. Jabari **agreed** to publish information regarding the issue.

Those present at the Meeting thanked Jabari Smith for his service to the Union and Flight Attendants of Southwest Airlines.

In response to a Member's question, there was discussion regarding the discontinued Fast Fact Friday publications. Cuyler Thompson **agreed** to look into restarting the publication.

In response to a Member's question, there was discussion regarding COPE contributions.

In response to a Member's question, there was discussion regarding annual Flight Attendant Uniform Allotments.

In response to a Member's question, there was more discussion regarding the diversity of Southwest Airlines Flight Attendants and Members of TWU Local 556. Cuyler Thompson **agreed** to communicate to the Executive Board that diversity should be a consideration when appointing Members to serve in TWU Local 556 Leadership roles and on Union Committees.

In response to a Member's question, there was discussion regarding the recent appointment of Michael Massoni as 1st Vice President of TWU Local 556 and the appointment of Heather Kelley-Gray as Board Member-at-Large.

In response to a Member's question, there was discussion regarding the Professional Standards Committee.

Stacey Beisheim made a **motion** to recess. Lakenya Johnson **seconded** the motion. The motion **carried**.

Sam Wilkins recessed the Atlanta Session of the Meeting at 1456.

Las Vegas

March 23, 2017

Audrey Stone called the Las Vegas Session of the Membership Meeting to order at 1201.

Executive Board Members Audrey Stone, Cuyler Thompson and Rachel Brownfield were present at the Meeting.

Education Committee Chairperson Amanda Gauger was present at the Meeting.

Shop Stewards Rickie Spand and Herman “JJ” Baker were present at the Meeting.

Audrey Stone reminded those present that Membership Meetings were open only to Members in good standing at TWU Local 556. Audrey noted that Probationary Flight Attendants were encouraged to attend Meetings, but were not allowed to vote on motions on the floor. She explained that weapons were not allowed in the Meeting and that video and/or audio recordings of the meeting were prohibited. Audrey explained that the Meeting would be conducted by the parliamentary procedure Roberts Rules of Order, and noted that a copy of the procedure was available for Members to reference during the Meeting. Audrey reviewed the Meeting Agenda and reminded those present to return the Membership Meeting Packets before leaving the Meeting.

Cuyler Thompson presented the **3rd Membership Meeting Minutes of 2016** for review.

Rachel Brownfield made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Rickie Spand **seconded** the motion. The motion **carried**.

Audrey Stone presented the **February 2017 TWU Local 556 Financial Report** for review.

There was discussion regarding the Financial Report.

In response to a Member’s question, there was discussion regarding TWU Local 556 Union Dues and the Negotiations Assessment Fee. Cuyler Thompson **agreed** to suggest that Treasurer John Parrott, in the next Treasurer’s Report for Unity Magazine, seek to educate Members regarding historical expenses associated with Contract Negotiations at TWU Local 556, and the history of the Negotiations Assessment Fee.

Audrey Stone updated those Members present on Southwest Airlines Management’s Hospitality Flyer Program. Audrey noted that the Executive Board discussed the Program with Management during a meeting the previous week. She said that Management did not plan to permanently stop the Program, but noted that it had been temporarily “paused” when the Union raised objection. Audrey explained that the Union would continue to address the Membership’s concerns throughout the Program’s redesign process and would work through the two Group Grievances filed after the Program’s original announcement. There was discussion.

In response to a Member’s question, there was discussion regarding restructuring of the Southwest Airlines Labor Relations Department.

Audrey Stone updated those Members present on the AirTran Points Conversion Agreement issue, and the language regarding the “16-month point roll off” that did not apply to any points previously accrued and carried over by Flight Attendants during the transition from AirTran. Audrey described the meetings and investigation conducted by the Union in attempts to resolve the matter. Audrey reported that a communication from the Executive Board had been published that week. There was discussion.

Audrey updated those Members present regarding the history of Emergency Sick Call Procedures (ESCP) and Management’s most recent declaration. Audrey noted that the Executive Board discussed ESCP with Management during a meeting the previous week and reviewed sick call statistics from previous years. There was discussion.

In response to a Member’s question, there was discussion regarding if Paid Time Off or “Personal Days” for Flight Attendants could be negotiated with Southwest Airlines Management.

Cuyler Thompson read aloud a motion made during a previous Session of the Membership Meeting.

In response to a Member’s question, there was discussion regarding the amount of time the Southwest Airlines Planning Department would schedule for aircraft changes once the Company began operating international flights at Tom Bradley International Terminal at LAX.

In response to a Member’s question, there was discussion regarding the Contractual baseline hearing tests and earplugs provided by Southwest Airlines to Flight Attendants. Cuyler Thompson **agreed** to suggest that the TWU Local 556 Health Committee publish communication to educate Members regarding the importance of hearing loss prevention.

In response to a Member’s question, there was discussion regarding ongoing difficulties with the 2017 Online Recurrent Training modules.

In response to a Member’s question, there was discussion regarding the four types of Inflight Management audits to which Flight Attendants were subjected.

In response to a Member’s question, there was discussion regarding taxes paid on the new Flight Attendant Uniforms.

In response to a Member’s question, there was discussion regarding the upcoming “One Res” changeover.

Rickie Spand made a **motion** to recess. Rachel Brownfield **seconded** the motion. The motion **carried**.

Audrey Stone recessed the Las Vegas Session of the Meeting at 1403.

Oakland

March 27, 2017

Audrey Stone called the Oakland Session of the Membership Meeting to order at 1200.

Executive Board Members Audrey Stone, Cuyler Thompson, Matt Hettich and Sam Wilkins were present at the Meeting.

Shop Steward Josh Rosenberg was present at the Meeting.

TWU International Vice President Thom McDaniel was present at the Meeting.

Audrey Stone introduced those Union Leaders present at the Meeting.

Audrey Stone reminded those present that Membership Meetings were open only to Members in good standing at TWU Local 556. Audrey noted that Probationary Flight Attendants were encouraged to attend Meetings, but were not allowed to vote on motions on the floor. Audrey explained that weapons were not allowed in the Meeting and that video and/or audio recordings of the meeting were prohibited. Audrey explained that the Meeting would be conducted by the parliamentary procedure Roberts Rules of Order, and noted that one copy of the procedure was available for Members to reference during the Meeting. Audrey reviewed the Meeting Agenda and reminded those present to return the Membership Meeting Packets before leaving the Meeting.

Cuyler Thompson submitted the 3rd **Membership Meeting Minutes of 2016** for review.

Sam Wilkins made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Bill Holcomb **seconded** the motion. The motion **carried**.

Audrey Stone presented the **February 2017 TWU Local 556 Financial Report** for review.

There was discussion regarding the Financial Report.

Audrey Stone updated those Members present on Southwest Airlines Management's Hospitality Flyer Program. Audrey noted that the Executive Board discussed the Program with Management during a meeting the previous week. She said that Management did not plan to permanently stop the Program, but noted that it had been temporarily "paused" when the Union raised objection. Audrey explained that the Union would continue to address the Membership's concerns throughout the Program's redesign process and would work through the two Group Grievances filed after the Program's original announcement. There was discussion.

Audrey Stone updated those Members present on the AirTran Points Conversion Agreement issue, and the language regarding the "16-month point roll off" that did not apply to any points previously accrued and carried over by Flight Attendants during the transition from AirTran. Audrey described the meetings and investigation conducted by the Union in attempts to resolve the matter. Audrey reported that a communication from the Executive Board had been published that week. There was discussion.

Audrey updated those Members present regarding the history of Emergency Sick Call Procedures (ESCP) and Management's most recent declaration. Audrey noted that the Executive Board discussed ESCP with Management during a meeting the previous week and reviewed sick call statistics from previous years. There was discussion.

In response to a Member's question, there was discussion regarding absenteeism and the Family Medical Leave Act (FMLA).

Cuyler Thompson read aloud a motion made during a previous Session of the Membership Meeting.

Matt Hettich made a **motion (2)** to amend the motion made during the Baltimore Session of the Meeting by striking the words, "or designee," from the motion. Cuyler Thompson **seconded** the motion.

In response to a Member's question, there was discussion regarding the findings of the ad-hoc E-Membership Feasibility Committee and the Executive Board's plans to test available technologies as part of the Strategic Plan.

In response to a Member's question, there was discussion regarding the ongoing problems with Management's interpretation and application of California Kin Care (CKC) and Oakland Sick leave (OSL), and how TWU Local 556 attempting to resolve the issue.

Matt Hettich reported that a Legislative Lobby Day had been scheduled in Sacramento and invited those Members present to attend.

In response to a Member's question, there was discussion regarding taxes paid on the new Flight Attendant Uniforms.

Matt Hettich noted that the TWU International Committee on Political Education (COPE) would soon be holding a fundraising drive.

In response to a Member's question, there was discussion regarding Employee Parking challenges in Oakland.

In response to a Member's question, there was discussion regarding the recent appointment of Michael Massoni as 1st Vice President of TWU Local 556 and the appointment of Heather Kelly-Gray as Board Member-at-Large.

Bill Holcomb made a motion to recess. Matt Hettich seconded the motion. The motion carried.

Audrey Stone recessed the Oakland Session of the Meeting at 1323.

Denver

March 28, 2017

President Audrey Stone called the Denver Session of the Membership Meeting to order at 1201.

Executive Board Members Audrey Stone, Cuyler Thompson and Jessica Parker were present at the Meeting.

Shop Stewards Shelby Pierce and Jamie Simpson were present at the Meeting.

Audrey Stone introduced those Union Leaders present at the Meeting.

Audrey Stone reminded those present that Membership Meetings were open only to Members in good standing at TWU Local 556. Audrey noted that Probationary Flight Attendants were encouraged to attend Meetings, but were not allowed to vote on motions on the floor. Audrey explained that weapons were not allowed in the Meeting and that video and/or audio recordings of the meeting were prohibited. Audrey explained that the Meeting would be conducted by the parliamentary procedure Roberts Rules of Order, and noted that one copy of the procedure was available for Members to reference during the Meeting. Audrey reviewed the Meeting Agenda and reminded those present to return the Membership Meeting Packets before leaving the Meeting.

Cuyler Thompson submitted the 3rd **Membership Meeting Minutes of 2016** for review.

Jamie Simpson made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Ryan Wagner **seconded** the motion. The motion **carried**.

Audrey Stone presented the **February 2017 TWU Local 556 Financial Report** for review.

There was discussion regarding the Financial Report.

In response to a Member's question, there was discussion regarding TWU Local 556 Union Dues and the Negotiations Assessment Fee.

Audrey Stone updated those Members present on Southwest Airlines Management's Hospitality Flyer Program. Audrey noted that the Executive Board discussed the Program with Management during a meeting the previous week. She said that Management did not plan to permanently stop the Program, but noted that it had been temporarily "paused" when the Union raised objection. Audrey explained that the Union would continue to address the Membership's concerns throughout the Program's redesign process and would work through the two Group Grievances filed after the Program's original announcement. There was discussion.

In response to a Member's question, there was discussion regarding restructuring of the Southwest Airlines Labor Relations Department.

In response to a Member's question, there was more discussion regarding the two Grievances filed by TWU Local 556 regarding Management's Hospitality Flyer Program.

In response to a Member's question, there was discussion regarding the Union's objection to Southwest Airlines Management's recent Snapchat campaign, which encouraged Passengers to take share pictures of themselves and Southwest Airlines Employees with no respect to the privacy of Employees. At the Union's insistence, Management had included appropriate verbiage with the ongoing campaign.

Audrey Stone updated those Members present on the AirTran Points Conversion Agreement issue, and the language regarding the "16-month point roll off" that did not apply to any points previously accrued and carried over by Flight Attendants during the transition from AirTran. Audrey described the meetings and investigation conducted by the Union in attempts to resolve the matter. Audrey reported that a communication from the Executive Board had been published that week. There was discussion.

Audrey updated those Members present regarding the history of Emergency Sick Call Procedures (ESCP) and Management's most recent declaration. Audrey noted that the Executive Board discussed ESCP with Management during a meeting the previous week and reviewed sick call statistics from previous years. There was discussion.

In response to a Member's question, there was discussion regarding the Language of Destination Origin (LODO) program.

In response to a Member's question, there was discussion regarding the findings of the ad-hoc E-Membership Feasibility Committee and the Executive Board's plans to test available technologies as part of the Strategic Plan.

In response to Member's question, there was discussion regarding the upcoming TWU International Constitutional Convention, scheduled to take place in Las Vegas during September 2017.

Cuyler Thompson read aloud motions made during previous Sessions of the Membership Meeting.

In response to Member's question, there was discussion regarding the idea of staggering Executive Board Elections.

In response to a Member's question, there was discussion regarding cost savings associated with the duplex rented to house Union Leaders when in Dallas for business.

In response to a Member's question, there was more discussion regarding the Negotiations Assessment Fee.

Jerry Beth Owen made a **motion (3)** that TWU Local 556 institute a Special Assessment Fee of \$5.00 per Member per month to be used only for the purpose of Contract Negotiations. Jamie Simpson **seconded** the motion.

Jamie Simpson made a **motion (4)** to amend the motion on the floor by adding, "The collection of this \$5.00 will cease thirty days after the ratification of the next Contract." Shelby Pierce **seconded** the motion.

Shelby Pierce made a **motion (5)** to amend the motion on the floor by adding, "Ant monies not used will be placed in an interest-bearing account to be used only for future Contract Negotiations." Gary Owen **seconded** the motion.

Denver Domicile Executive Board Member Jessica Parker updated those Members present regarding Denver-specific issues. Jessica reported that the Denver Domicile had been awarded the Southwest Airlines Base of the Year. Jessica reported on staffing changes to the Denver Inflight Management personnel. Jessica discussed Employee Parking issues.

In response to a Member's question, there was discussion regarding the Official TWU Local 556 Facebook Group.

In response to a Member's question, there was discussion regarding TWU Local 556 Operating Budget and fiscal year 2016-2017.

Jessica Parker made a **motion** to recess. Jerry Owen **seconded** the motion. The motion **carried**.

Audrey Stone recessed the Denver Session of the Meeting at 1518.

Chicago

March 29, 2017

President Audrey Stone called the Chicago Session of the Membership Meeting to order at 1200.

Executive Board Members Audrey Stone, Cuyler Thompson and Donna Keith were present at the Meeting.

Shop Stewards Eric Michaelson, Charles Kallick, Roy Soria, Corliss King, and Dale Wilson were present at the Meeting.

Audrey Stone introduced those Union Leaders present at the Meeting.

Audrey Stone reminded those present that Membership Meetings were open only to Members in good standing at TWU Local 556. Audrey noted that Probationary Flight Attendants were encouraged to attend Meetings, but

were not allowed to vote on motions on the floor. Audrey explained that weapons were not allowed in the Meeting and that video and/or audio recordings of the meeting were prohibited. Audrey explained that the Meeting would be conducted by the parliamentary procedure Roberts Rules of Order, and noted that one copy of the procedure was available for Members to reference during the Meeting. Audrey reviewed the Meeting Agenda and reminded those present to return the Membership Meeting Packets before leaving the Meeting.

Cuyler Thompson submitted the **3rd Membership Meeting Minutes of 2016** for review.

Roy Soria made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Eric Michaelson **seconded** the motion. The motion **carried**.

Audrey Stone presented the **February 2017 TWU Local 556 Financial Report** for review.

There was discussion regarding the Financial Report.

In response to a Member's question, there was discussion regarding costs associated with the most recent Contract Negotiations. Audrey Stone **agreed** to seek the approval of the Executive Board to share, during the 2nd Membership Meeting of 2017, an itemized cost breakdown the most recent Contract Negotiations with the Membership.

In response to a Member's question, there was discussion regarding the AFL-CIO's National Leadership Initiative, attended by TWU Local 556 President and Lead Negotiator Audrey Stone.

In response to a Member's question, there was discussion regarding TWU Local 556 Operating Budget.

In response to a Member's question, there was discussion regarding the TWU Local 556 Negotiating Team.

In response to a Member's question, there was discussion regarding TWU Local 556 Grievance Procedures and the Grievance Team.

In response to a Member's question, there was discussion regarding a reception for the Tentative Agreement (TA) Educators, held on January 10.

Those Members present continued to discuss the Financial Report.

In response to a Member's question, there was discussion regarding cost savings associated with the duplex rented to house Union Leaders when in Dallas for business.

Audrey Stone updated those Members present on Southwest Airlines Management's Hospitality Flyer Program. Audrey noted that the Executive Board discussed the Program with Management during a meeting the previous week. She said that Management did not plan to permanently stop the Program, but noted that it had been temporarily "paused" when the Union raised objection. Audrey explained that the Union would continue to address the Membership's concerns throughout the Program's redesign process and would work through the two Group Grievances filed after the Program's original announcement. There was discussion.

Audrey Stone updated those Members present on the AirTran Points Conversion Agreement issue, and the language regarding the "16-month point roll off" that did not apply to any points previously accrued and carried over by Flight Attendants during the transition from AirTran. Audrey described the meetings and investigation conducted by the Union in attempts to resolve the matter. Audrey reported that a communication from the Executive Board had been published that week. There was discussion.

Audrey updated those Members present regarding the history of Emergency Sick Call Procedures (ESCP) and Management's most recent declaration. Audrey noted that the Executive Board discussed ESCP with Management during a meeting the previous week and reviewed sick call statistics from previous years. There was discussion.

In response to a Member's question, there was discussion regarding inaccurate posts on Social Media.

In response to a Member's question, there was discussion regarding ESCP and instances of Southwest Airlines-contracted Company Doctors at Concentra Urgent Care deviating from established procedure.

In response to a Member's question, there was discussion regarding the Southwest Airlines Flight Attendant Commuter Policy.

Cuyler Thompson read aloud motions made during previous Sessions of the Membership Meeting.

Dale Wilson made a **motion (6)** to amend a motion made during the Baltimore Session of the Meeting by adding the words "*in person or via electronic means*" after the word "*attend*" and before the words "*all Sessions*" in the motion. Roy Soria **seconded** the motion.

In response to a Member's question, there was discussion regarding the recent appointment of Michael Massoni as 1st Vice President of TWU Local 556 and the appointment of Heather Kelley-Gray as Board Member-at-Large. There was discussion regarding how Members were notified of such changes.

Dale Wilson made a **motion (7)** that TWU Local 556 institute a Special Assessment Fee of \$5.00 per Member per month to be used only for the purpose of Contract Negotiations. The collection of the Special Assessment of \$5.00 will cease thirty days after the ratification of the next Contract. Any monies not used will be placed in an interest-bearing account to be used only for future Contract Negotiations. The monies placed in this fund will be subject to the normal budgeting process by the full Board and disclosed only to the full Board as a budget. Corliss King **seconded** the motion.

In response to a Member's question, there was discussion regarding monthly TWU Local 556 Executive Board Meetings.

In response to a Member's question, there was discussion regarding recent changes to the Employee Sick Leave Act.

In response to a Member's question, there was discussion regarding the TWU Local 556 Bylaws. Audrey Stone reported that TWU International Secretary/Treasurer Alex Garcia had recently addressed the ongoing issue during a meeting with the Executive Board and noted that Bylaw amendments proposed during the 2nd Membership Meeting of 2017 would be subject to the scrutiny of TWU International.

Corliss King made a **motion** to recess. Roy Soria **seconded** the motion. The motion **carried**.

Audrey Stone recessed the Chicago Session of the Meeting at 1600.

President Audrey Stone called the Phoenix Session of the Membership Meeting to order at 1001.

Executive Board Members Audrey Stone, Cuyler Thompson and John DiPippa were present at the Meeting.

TWU local 556 Veterans Committee Chairperson Brendon Remezas was present at the Meeting.

Shop Stewards Wayne Tipton, Sandra Rall and Jeff Baker were present at the Meeting.

Audrey Stone introduced those Union Leaders present at the Meeting.

Audrey Stone reminded those present that Membership Meetings were open only to Members in good standing at TWU Local 556. Audrey noted that Probationary Flight Attendants were encouraged to attend Meetings, but were not allowed to vote on motions on the floor. Audrey explained that weapons were not allowed in the Meeting and that video and/or audio recordings of the meeting were prohibited. Audrey explained that the Meeting would be conducted by the parliamentary procedure Roberts Rules of Order, and noted that one copy of the procedure was available for Members to reference during the Meeting. Audrey reviewed the Meeting Agenda and reminded those present to return the Membership Meeting Packets before leaving the Meeting.

Cuyler Thompson submitted the **3rd Membership Meeting Minutes of 2016** for review.

John DiPippa made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Brendon Remezas **seconded** the motion. The motion **carried**.

Audrey Stone presented the **February 2017 TWU Local 556 Financial Report** for review.

There was discussion regarding the Financial Report.

In response to a Member's question, there was discussion regarding the AFL-CIO's National Leadership Initiative, attended by TWU Local 556 President and Lead Negotiator Audrey Stone.

In response to a Member's question, there was discussion regarding cost savings associated with the duplex rented to house Union Leaders when in Dallas for business.

In response to a Member's question, there was discussion regarding TWU Local 556 Union Dues and the Negotiations Assessment Fee.

In response to a Member's question, there was more discussion regarding the AFL-CIO's National Leadership Initiative, attended by TWU Local 556 President and Lead Negotiator Audrey Stone.

In response to a Member's question, there was discussion regarding the TWU Local 556 Operating Budget and the process by which it was approved by the Executive Board.

Audrey Stone updated those Members present on Southwest Airlines Management's Hospitality Flyer Program. Audrey noted that the Executive Board discussed the Program with Management during a meeting the previous week. She said that Management did not plan to permanently stop the Program, but noted that it had been temporarily "paused" when the Union raised objection. Audrey explained that the Union would continue to address the Membership's concerns throughout the Program's redesign process and would work through the two Group Grievances filed after the Program's original announcement. There was discussion.

In response to a Member's question, there was discussion regarding the four types of Inflight Management audits to which Flight Attendants were subjected.

Audrey Stone updated those Members present on the AirTran Points Conversion Agreement issue, and the language regarding the "16-month point roll off" that did not apply to any points previously accrued and carried over by Flight Attendants during the transition from AirTran. Audrey described the meetings and investigation conducted by the Union in attempts to resolve the matter. Audrey reported that a communication from the Executive Board had been published that week. There was discussion.

Audrey updated those Members present regarding the history of Emergency Sick Call Procedures (ESCP) and Management's most recent declaration. Audrey noted that the Executive Board discussed ESCP with Management during a meeting the previous week and reviewed sick call statistics from previous years. There was discussion.

In response to a Member's question, there was discussion regarding the documentation Southwest Airlines received as verification of illness from the Company Doctors at Concentra.

In response to a Member's question, there was discussion regarding Flight Attendant staffing predictions for the year.

In response to a Member's question, there was discussion regarding ESCP and instances of Southwest Airlines-contracted Company Doctors at Concentra Urgent Care deviating from established procedure.

In response to a Member's question, there was discussion regarding the fact that Southwest Airlines would reimburse Flight Attendants for expenses incurred when traveling to/from the Company Doctor during ESCP.

In response to a Member's question, there was discussion regarding the Fatigue Policy.

In response to a Member's question, there was more discussion regarding the Southwest Airlines-contracted Company Doctors at Concentra Urgent Care.

In response to a Member's question, there was discussion regarding the Attendance Policy of the Contract.

In response to a Member's question, there was discussion regarding Personal Illness Notes (PIN).

In response to a Member's question, there was discussion regarding the perceived inefficiencies of Southwest Airlines Inflight Crew Scheduling and Reserve utilization.

In response to a Member's question, there was discussion regarding amendable date of the TWU Local 556 Bylaws. Audrey Stone reported that TWU International Secretary/Treasurer Alex Garcia had recently addressed the ongoing issue during a meeting with the Executive Board and noted that Bylaw amendments proposed during the 2nd Membership Meeting of 2017 would be subject to the scrutiny of TWU International.

In response to a Member's question, there was discussion regarding a Group Grievance pertaining to Open Time.

In response to a Member's question, there was discussion regarding the lack of wireless internet connectivity at the Chicago Recurrent Training Facility.

In response to a Member's question, there was discussion regarding the findings of the ad-hoc E-Membership Feasibility Committee and the Executive Board's plans to test available technologies as part of the Strategic Plan.

In response to a Member's question, there was discussion regarding the new Flight Attendant Uniforms, including sales tax and the amount of pieces currently reported to be on "back-order."

In response to a Member's question, there was discussion regarding the Official TWU Local 556 Facebook Group.

In response to a Member's question, there was more discussion regarding the new Flight Attendant Uniforms.

In response to a Member's question, there was discussion regarding syncing Electronic Flight bags (EFBs).

In response to a Member's question, there was discussion regarding Grievance which resulted from Southwest Airlines' July 2016 Operational Meltdown.

Melissa Boyle made a **motion** to adjourn. Jeff Baker **seconded** the motion. The motion **carried**.

Audrey Stone adjourned the 1st Membership Meeting of 2017 at 1524.

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

A handwritten signature in black ink, appearing to read "C. Thompson", with a stylized flourish at the end.

Cuyler Thompson
TWU Local 556 Recording Secretary