



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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**TWU Local 556
Executive Board Meeting
April 17-20, 2018
Synopsis**

**Tuesday
April 17, 2018**

Audrey Stone called the Meeting to order at 0900.

TWU Local 556 Executive Board Members Audrey Stone, Michael Massoni, Brett Nevarez, John Parrott, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Rachel Brownfield, Matt Hettich, Stacey Vavakas, Pamila Forte-Oak, Jimmy West, David Jackson, Jessica Parker, John DiPippa, and Donna Keith were present at the Meeting.

Brian "BR" Ricks was excused for personal reasons.

TWU Local 556 President Elect Lyn Montgomery and Recording Secretary Elect Andrew Longan were guests at the Meeting.

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

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

The Executive Board observed a moment of silence in remembrance of fellow Southwest Airlines Flight Attendant, former Executive Board Member and TWU International COPE Director Gwen York.

Audrey Stone updated the Executive Board regarding the layout of the Executive Boardroom. Audrey reported that she and John Parrott had reviewed four potential designs before having the Boardroom reconfigured to accommodate the newly expanded size of the Executive Board.

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

Audrey Stone introduced President Elect Lyn Montgomery and Recording Secretary Elect Andrew Longan.

Cuyler Thompson reported that Recording Secretary Elect Andrew Longan, present to observe how Executive Board Meetings are conducted, had been in the Union Office during the previous two weeks and had received training on the duties of his new position.

Sam Wilkins made a **motion (1)** to excuse Brian "BR" Ricks from the AM Session of the Executive Board Meeting for personal reasons. 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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian "BR" Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Cuyler Thompson submitted the **February 2018 Executive Board Meeting Minutes** for review.

The Executive Board made corrections and changes to the February 2018 Executive Board Meeting Minutes.

Cuyler Thompson submitted the **March 2018 Executive Board Meeting Conference Call Synopsis, Attendance Report and Voting Record and Vote Tally for Review**.

The Executive Board made corrections and changes to the March 2018 Executive Board Meeting Conference Call Synopsis, Attendance Report and Voting Record and Vote Tally.

Matt Hettich made a **motion (2)** to approve the March 27, 2018 Executive Board Conference Call Synopsis as amended. 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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Rachel Brownfield made a **motion (3)** to approve the March 27, 2018 Executive Board Conference Call Attendance Report as submitted. 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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Rachel Brownfield made a **motion (4)** to approve the March 27, 2018 Executive Board Conference Call Voting Record and Vote Tally as presented. 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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

The Board conducted a Roll Call to establish Board Members’ compliance with **TWU Local 556 Bylaw Article VII (g)** for the fourth quarter of 2017:

Audrey Stone	Flew LS1F	Dated March 30
Michael Massoni	Flew PS1B	Dated March 30
John Parrott	Flew HARY	Dated March 17
Brett Nevarez	Flew LAA2	Dated March 7
Cuyler Thompson	Flew OACT	Dated March 9
Sam Wilkins	Flew OS12	Dated March 22
Heather Kelly-Gray	Flew OAH1	Dated March 21
Stacey Vavakas	Flew BBJ4	Dated March 1
David Jackson	Flew HA1L	Dated February 7
John DiPippa	Flew PAP2	Dated March 16
Matt Hettich	Flew OA4G	Dated February 2
Rachel Brownfield	Flew LS3Z	Dated March 2
Pamila Forte-Oak	Flew AS16	Dated March 26
Brian “BR” Ricks	Flew DB17	Dated March 19
Jimmy West	Flew FAIR	Dated March 12
Donna Keith	Flew MAPK	Dated March 13
Jessica Parker	Flew CA27	Dated March 26

Heather Kelly-Gray presented her **Officer’s Report**:

Heather attended the Working Women’s Committee Meeting in Houston on January 16. Heather attended the Membership Meeting in Houston on January 17. Heather attended Crew Operations and Flight Attendants Improving Relationships (COFAIR) on January 25. Heather attended the abbreviated Executive Board Meeting on February 13-14. Heather joined the Executive Board Conference Call on March 27. Heather attended the Labor Notes Conference in Chicago April 6-8. Heather continues to advocate for Flight Attendants, educate, and conduct Fact-Finding Meetings.

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

Audrey Stone left the Meeting at 0951.

Michael Massoni chaired the Meeting.

Brett Nevarez submitted the **E-Membership Meeting (EMM) Committee Report** for Chairperson Erich Schwenk:

The First Membership Meeting of 2018 was conducted via the eMM platform on January 17, 2018. While successful, the meeting was not without its struggles. Audio issues and internet connectivity continued to be top complaints. A huge thank you to Thom Reeder and everyone who worked behind the scenes to ensure the Membership Meeting and election schedule was upheld and that all ten domiciles were online at one time.

Follow-up on Previous Items:

- *Investigate necessity and cost of AT&T WiFi hotspots for future meetings.*
 - *While feasible to run the WebEx Meeting via an AT&T WiFi hotspot, the ongoing cost is not low enough. We'll continue to evaluate hotel WiFi and supplement with existing AT&T hotspots as needed.*
- *Find new hotel in Oakland due to internet issues.*
 - *The current hotel will continue to be utilized and their working to provide us a better connection. An AT&T WiFi hotspot will be used as a backup.*
- *Verify compatibility of RingCentral Meetings, an already utilized Union product, to replace WebEx.*
 - *This has not been started yet.*

In conclusion, we'd like to thank the Union's Executive Board for their assistance and support with the eMembership Meeting process.

Audrey Stone returned to the Meeting at 0958.

Audrey Stone chaired the Meeting.

Grievance Committee Co-Chairpersons Becky Parker and Brandon Hillhouse entered the Meeting at 1000.

Southwest Airlines Inflight Management Representatives Wayne Shaw, Rachael Loudermilk and Mike Sims entered the Meeting at 1005.

Audrey Stone introduced Lyn Montgomery and Andrew Longan to the Management Representatives. On behalf of Southwest Airlines, Mike Sims thanked outgoing TWU Local 556 Board Members for their time and service to our Flight Attendants, our Union and our Company. Wayne Shaw reported that Management was aware that the new iOS update was draining the battery life of Flight Attendants' Inflight Electronic Flight Bags (IEFB) more quickly than previous versions. Wayne said that Management had asked Apple to correct the issue, but did not yet have a statement to provide to Flight Attendants regarding the issue. Rachel Brownfield asked that Management address the issue of Inflight Scheduling making repeated attempts to contact Flight Attendants during Crew Rest. Mike Sims noted that Management did not condone this practice, but asked that he be provided with specific incidents that could be addressed. Sam Wilkins said that she had already provided such specific information to Henry Townsend on multiple occasions, but that such incidents continued to occur. Sam explained that fatigue was a real safety concern and that the current practice was unacceptable. Jimmy West asked why the check-in times for Flight Attendants could not be adjusted until Scheduling ascertained what the Crew's Pilots were doing. Michael Massoni noted that he had been made aware of FAR Duty Regulations being violated when Scheduling refused to adjust the Duty times of Flight Attendants experiencing transportation delays. Michael said that Scheduling should be adjusting the time to allow for federally regulated Crew Rest. Wayne said he would look into it. There was a great deal of discussion regarding Flight Attendants being disciplined after running off the aircraft to get food, and causing a delay. Mike Sims said that he was aware of previous conversations between the Union and Mike Hafner regarding the matter. Audrey Stone reminded Mike Sims of more recent conversations

between the Union and Steve Murtoff and Sonya Lacore, during which it was agreed that Flight Attendants causing a delay while running off the aircraft to get food would not be disciplined. Michael Massoni reminded Mike Sims that Flight Attendants were not required to carry "food bags." Mike Sims said the he would continue to look at each Flight Attendant delay on an individual basis. Brett Nevarez asked if there had been a policy change. Michael Massoni said that Inflight Base Management should be made to understand the history of Flight Attendants running off to get food, and how recent operational changes by Southwest Airlines may conflict with Flight Attendant's need for food. Cuyler Thompson reminded Management that when Southwest Airlines lost its Minimum Crew Exemption, and no Flight Attendants were allowed to leave the aircraft while Passengers were onboard, Inflight Management was making sandwiches for Flight Attendants in the Crew Lounges, a recognition that Flight Attendants need to be able to get off of the aircraft to get food. Cuyler Thompson discussed, for the hundredth time, the fact that the Unaccompanied Minor (UM) Procedures which the Union had agreed to were not being followed by Ground Operations or Inflight Management. Jimmy West said that Flight Attendants should not have a Fact-Finding Meeting when running off to get food and receiving a delay. Mike Sims said the he looks at all Inflight Delays and that he is trying to be reasonable when reviewing them, because Management knows that the delay codes are inaccurate. He said that Management does not pursue the majority of delays written off to Flight Attendants, and noted that he has worked with Base Leaders to make sure they are being reasonable. Michael Massoni said that such "reasonability" should be consistent between all bases. Michael went on to say that the FAA and Minimum Crew had not changed recently, but noted that Management had changed the way they were applying discipline.

Brian "BR" Ricks entered the Meeting at 1039.

Stacey Vavakas reported that Flight Attendants were having problems with Ground Operations refusing to deny boarding to problem Passenger. Mike Sims said he met with Ground Operations the previous week and they had denied that this was happening. Cuyler Thompson discussed the continued problems that Flight Attendants were experiencing with gate-checked Crew bags. Wayne reported that Management had begun a project to fix the problem, including changing the color of the tag for gate-checked Crew Bags. Cuyler Thompson asked again that gate-checked Crew Bags be added to the Dispatch Report by Operations Agents, so that the down-line station would be aware that Crew Bags would need to come to the Jetway even before the aircraft arrived. Cuyler Thompson requested that Management "cross-educate" all departments when any changes were made so that every department would know what everyone's job was. Rachel Brownfield asked for follow-up regarding how Flight Attendants were to "assist" Passengers with their carry-ons. Michael Massoni reminded everyone that it was the "carrier's" responsibility to stow disabled Passenger's carry-ons in the overhead bin, not necessarily the responsibility of a Flight Attendant alone. Cuyler Thompson asked if the requirement that Flight Attendants be able to lift fifty pounds to shoulder level would be removed now that Southwest Airlines had retired its last 737-300 series aircraft, and that the requirement referred to the fifty-pound overwing window exit plug on this aircraft and had nothing to do with the weight of Passenger carry-ons. Management did not know.

The Southwest Airlines Management Representatives left the Meeting at 1109.

The Executive Board took a break at 1109 and reconvened at 1125.

Executive Board Members Audrey Stone, Brett Nevarez, John Parrott, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Rachel Brownfield, Matt Hettich, Stacey Vavakas, Pamela Forte-Oak, Jimmy West, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa, and Donna Keith were present at the Meeting.

Michael Massoni was attending to Union Business.

Lyn Montgomery and Andrew Longan were guests at the Meeting.

Audrey Stone submitted the **Board of Election (BOE) Report** for Chairperson Will Browne:

Total eligible voters: 14,764

Total ballots cast: 8,584

Total % participation: 58.14%

*TrueBallot provided a CD of raw election data, but not the color reports we previously saw from the former electronic vendor. That said, the above result is 8.38% **HIGHER** than the previous two electronic elections. If we add in the 530 ballots received since the deadline the participation rate becomes 61.73%.*

The following chart outlines the differences in participation in the Executive Board Election, as compared to 2012 and 2015.

Voter Participation 2012 vs. 2015 vs. 2018

	2012			2015			2018		
Base	#eligible	#voted	%part	#eligible	#voted	%part	#eligible	#voted	%part
ATL	n/a	n/a	n/a	610	268	43.93	805	509	63.15
BWI	1222	529	43.29	1407	704	50.11	1898	1057	55.69
DAL	994	507	51.01	1394	710	52.63	1674	1149	68.64
DEN	n/a	n/a	n/a	896	397	44.31	1564	783	50.06
HOU	1101	449	44.41	1271	627	49.33	1504	873	57.05
LAS	1270	446	35.10	1484	761	51.28	1583	856	54.07
MCO	999	356	35.64	1082	507	46.86	1228	732	59.61
MDW	1668	672	40.29	1810	892	49.28	1901	1070	56.29
OAK	1099	371	33.76	1017	552	54.28	1152	614	53.30
PHX	1593	555	34.84	1430	729	50.98	1454	941	64.72
Total	9856	3885	39.42	12356	6148	49.76	14764	8584	58.14

There were no protests filed after the conclusion of the vote. Having observers present, watching the tabulation, and fielding questions certainly helped with the transparency of the process.

The Board of Election (BOE) mailed all Flight Attendants on the Inflight Seniority list a ballot. Past practice has been to inform all Flight Attendants of the election, but formerly only voting Members were provided with credentials. Voting eligibility was covered in a letter to all Flight Attendants dated December 1, and was repeated in emails sent to those with an email address on file with TWU Local 556. The initial mailing list, and subsequent voting day verification of Membership list, was provided by Southwest Airlines and vetted by the BOE to disallow inclusion of ballots cast by Probationary Flight

Attendants, Agency Fee Objectors (non-Members), Members in Dues Bad Standing, and persons whose employment with Southwest had ceased during the voting period. The result is that no person cast a vote who was not a Member in Good Standing.

The initial election notice mailing was also used to reach out to Members whose letters were returned to the BOE Post Office Box, advising them of the need to update their mailing address in order to receive a ballot. Management allowed the BOE the use of SWALife CrewWeb messaging for this effort, and just over 100 messages were sent.

Members who changed bases between February and March were provided with ballots for their March base assignment. The BOE also provided Austin-based Members with Houston Base ballots, and Fort Lauderdale-based Members with Orlando Base ballots, as these two “parent” base DEBM’s serve as their representatives on the Executive Board.

Communication via Social Media continues to play a major part in outreach to Members. As in past elections, requests for candidate information came in to the BOE, but the Union has for many years not been in the business of transmitting this information. The Union, by Department of Labor direction and via a third-party vendors, provides access to mailing lists through print and electronic services for all candidates to utilize for election purposes only. The notion of a debate was brought forward, but as in past election cycles, this is an issue that must be resolved between elections, and not possible once the election rules are posted/transmitted. All candidate information, including participation in a debate MUST adhere to the equal access provisions required by the Department of Labor Guide for Union Elections.

As stated in the Unity Magazine article from the BOE, 1,076 calls were handled between February 20 and March 9, 2018, answering Member questions, concerns, and working to make sure Member votes counted. From these calls, we sent 249 duplicate ballots to Members for various reasons. As with electronic balloting where we saw a large spike in votes during the last few hours, the Post Office reported acceptance of approximately 500 ballots on March 12 prior to the Noon Central pickup. The BOE has also been informed that an additional tray and a third (1 1/3 trays) of ballots were received after the election deadline, approximately 400 the day after the election, approximately 130 more collected on March 27, 2018. Increasing the voting period by an additional week was prudent. Members will continue to ask for more time and the Post Office’s consistency will continue to be an issue as paper ballots remain the only DOL approved means of voting.

The Get Out The Vote (GOTV) campaign worked well and the numbers speak for themselves. These messages (email and phone calls) will always be too numerous for some, too few for others - but each time a message went out, call/email volume increased, and Member issues were resolved. Unlike with VoteNet, all call volume was handled by the BOE.

Closing the vote took approximately 5 1/2 hours. We began closing by receiving the ballots at the post office on NW Highway at Noon Central in the presence of two witnesses. These ballots were turned over to TrueBallot and their representatives for processing, first scanning the outer envelopes to verify that they were cast by a Member in Good Standing, then scanned for voting data. Ballots not approved by the scanning process were rechecked by Elizabeth Leapley and myself to confirm ballot status as properly or improperly case. TrueBallot’s tabulations and scanning system was explained to the witnesses present and questions were answered during the process. There were several instances of ballots shown to witnesses that while marked haphazardly or damaged, were counted. Examples included a ballot where all non-choices were marked out in black sharpie, circles surrounding the

Member's choices, and a ballot where a candidate's name was literally cut out of the sheet, to prevent a possible scan.

TrueBallot proved to be a good and able partner to TWU Local 556, being available for questions and conference calls with the BOE, as well as ably explaining the procedure and processes to our election witnesses. I have recommended them to other locals and would highly recommend using them in the future.

This is presumably the second to last election report for this BOE. Although a new Executive Board is due to be sworn in, the amendable date of our current Contract would indicate a Negotiator election will need to be conducted prior to a vote for a new BOE. The BOE is honored to serve the Membership and this Executive Board.

Lastly, I would also single out two people for special mention. John Parrott for his assistance in keeping our accounts with the local Post Office current, timely providing of Member Standing lists, and willingness to collect ballots after the election. Erich Schwenk for his inestimable Communications knowledge and support, in addition to his BOE duties. This Chair appreciates the ability to have frank discussions with Union Advocates of their caliber, and their efforts in lightening the load for the BOE.

Michael Massoni returned to the Meeting at 1132.

Michael Massoni updated the Executive Board regarding an incident which had just occurred aboard a Southwest Airlines aircraft.

Audrey Stone submitted the **New Hire Committee Report** for Chairperson Joe Skotnik:

Joe would like to report that since the end of January the Union has spoken to nine classes. Joe, or a designee, has attended the graduations of nine classes since the end of January: 376, 377, 378, 379, 380, 381, 382, 383, and 384. Joe recently spoke with classes 383 and 384 with incoming 1st Vice President Chad Kleibschiedel and incoming Oakland Domicile Executive Board Member Josh Rosenberg. Joe would like to thank the outgoing Officers of the Executive Board for the opportunity to serve the Membership in this capacity and for the continued support of this Committee. Joe would also like to thank the Education Committee for the newly revised New Hire Handbook as well as their continuing interest in helping the New Hires beyond their graduation date.

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

The FADAP Committee wrote an article for the TWU Local 556 Unity Magazine and an email for Alcohol Awareness Month. Co-Chairpersons Natalie Salser and Tom Spillers, along with Sr. Manager Employee Outreach & Admin Tom Crabtree, attended the FADAP Advisory Board Meeting in Salt Lake City March 4-6. They made a site visit to Recovery Ways and Brighton Treatment Centers while in Utah. Tom Spillers attended the Phoenix Safety Fair March 14. Natalie attended a Recovery Conference Invitational Softball Game at the Texas Rangers Stadium March 9. Natalie and FADAP Team Member Jodi Nevant met with Breathe Treatment Center in Dallas on March 15.

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

Jessica reports that applications are now being accepted for scholarships offered by TWU Local 556. Notice of scholarships was published to the Membership via email and the TWU Local 556 Website on

April 3. In addition to the Paul Gaynor Scholarship, the Madeleine Howard Scholarship, and the Robert “Trebor” McDowell-Akins Scholarship, TWU Local 556 now offers the Gwen York Scholarship. The Gwen York Scholarship was approved by the Executive Board and was established to honor the contributions of TWU Local 556 Member Gwen York. Applications will be accepted for the Gwen York Scholarship from TWU Local 556 Members of all ages and genders, but special consideration will be given to women aged 40 and higher who wish to continue their education. Applications and essay questions for all scholarships offered by TWU Local 556 must be postmarked by June 30, 2018 in order to be considered. Applications will be judged and awarded by the TWU Local 556 Scholarship Committee consisting of the Local President, Scholarship Committee Chairperson, and one individual from the academic or labor communities. Awards will be announced by August 20.

Jessica Parker submitted the **Women’s Issues, Service and Education (WISE) Committee Report:**

Jessica reports that the Women’s Issues, Service, and Education Committee (WISE) published an article on March 1 celebrating Women’s History Month on the TWU Local 556 Website and by email. Gwen York, who passed away tragically on February 14, was highlighted in the publication for her many contributions to TWU Local 556, TWU International, and all Union Members, especially women. Jessica and Lori Lochelt, Chairperson of the Civil and Human Rights Committee (CHRC), have worked together on a petition addressing sexual harassment and assault onboard commercial aircraft. On April 12, the CHRC and WISE, along with the full support of the Association of Flight Attendants-CWA (AFA-CWA), published the Onboard Sexual Assault and Harassment Petition on the TWU Local 556 Website and via email. There are currently 356 signatures with that number growing daily.

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

Jessica is proud to report that the Denver Inflight Base was honored with receiving Base of the Year for the fifth consecutive year. The Base of the Year Party is tentatively scheduled for June 26. Jessica attended the Executive Board Meeting in Dallas January 9-11. Jessica assisted with preparation for the Jeanna Jackson Trial on January 15 and 16. Jessica attended the E-Membership Meeting in Denver on January 17. Jessica was in Dallas as a potential witness in the Jeanna Jackson Trial January 18 and 19. Jessica attended the Executive Board Meeting in Dallas February 13 and 14. Jessica attended a Step 2 Meeting in Dallas on March 12. Jessica attended the AFL-CIO Southwestern District Strategy Meeting in Las Vegas on March 15. Jessica published an E-Connection on March 24. Jessica participated in the Executive Board Conference Call on March 27. Jessica conducted a Lounge Mobilization on March 30 along with Shop Stewards Jamie Simpson, Carolee Weatherbee, Ryan Smith, Jason Arnold-Burke and Denver Flight Attendant James Jenkins. Jessica answered Members’ phone calls, texts, and emails. Jessica updated the Union Glass Case with current material and tidied the Union Red Rack. Jessica has remained in contact with Denver Inflight Leadership on issues specific to the Denver Base.

David Jackson submitted the **Houston Base Report:**

David reports he attended the Executive Board Meeting in Dallas on February 13 and 14. David served as Emergency Officer On-Call March 12-19. David conducted a Base Orientation for New Hire Flight Attendants on February 19, March 20 and April 16 familiarizing them with the Houston Base and answering Contract questions. David participated in an Executive Board Conference Call on March 27. David sent E-Connections in February and April and emailed the Houston Shop Stewards. The Houston Base Management Team has had several changes, Base Manager Scott Wells has accepted a role with the Inflight Onboard Experience Team in Dallas. Former Administrative Assistant Heather Racca has become an Inflight Supervisor. She is joined by two new Supervisors David Harrington and

Kathy Low. David reports he conducted numerous Fact-Finding Meetings, updated the glass case and the red rack.

Rachel Brownfield submitted the **Las Vegas Base Report**:

Rachel attended the Executive Board Meeting in January and February. She participated in the monthly Shop Steward Conference Calls. She participated in the March Executive Board Meeting Conference Call. Rachel represented Members in multiple Fact-Finding Meetings and Step 2 Meetings. Rachel and Las Vegas Base Manager Suzanne Stephensen met with the McCarran Airport Parking Office to discuss ongoing parking issues within the Base. Rachel attended the Membership Meeting January 17. Rachel served as the Emergency Officer On-Call (EOOC) the last week of March. She would like to thank Board Member at Large Sam Wilkins for covering some of her EOOC hours while she was flying a trip. Rachel attended the AFL-CIO Southwestern District Meeting March 14-15 in Las Vegas. Rachel thanked Las Vegas Shop Steward and TWU Local 556 Education Committee Chairperson Amanda Gauger for volunteering her time in the Las Vegas Lounge educating Members on Contract Language.

Donna Keith submitted the **Survey Committee Report** for Chairperson Erich Schwenk:

In January 2018, the Survey Committee assisted in preparing the Executive Board's Phone Survey, conducted in 2017, for text distribution. The survey was launched on Thursday, February 22, and ran through Friday, March 9. The survey received more responses than the General Membership Survey which was conducted in December 2018. The Comprehensive Membership Survey conducted in February and March 2018 does not constitute as the General Membership Survey for this calendar year as the results will not be made available to the Membership. Thank you for the opportunity to serve the Members of TWU Local 556 as the Survey Committee Chairperson the last three years.

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

Donna reports Fact-Finding Meetings and Step Two Meetings in the Chicago Base continue steadily for various reasons; including but not limited to delay of flight, late to gate, attendance points, Social Media Violations, Crew conflict, and Employee write-ups. Donna attended the Executive Board Meeting in Dallas on February 13-14. Donna participated in the Executive Board Conference Call on March 27. Donna has represented Flight Attendants in Fact-Finding, Step Two Meetings, and met with Management several times during the month. Donna has spent time in the lounge and been available to the Chicago Members and has had conversations with Chicago Inflight Leadership concerning the new Work Rules and Expectations as well as Base and Member issues. All publications have been distributed and the glass case has been updated.

Matt Hettich submitted the **Oakland Base Report**:

Matt wrote an E-Connection and Unity Magazine Article, answered Member phone calls, emails, and text messages, Matt served as Emergency Officer On-Call the week of February 29, and met with the Oakland Base Manager to discuss issues impacting Oakland Flight Attendants. Matt attended the AFL-CIO Martin Luther King Jr. Conference on January 14 and 15 in Houston, chaired the California State Conference Meeting on January 23 in El Segundo, attended the TWU International Janus ad hoc Committee Meeting on January 24 in Washington, D.C., attended the AFL-CIO Western District Strategy Meeting on February 14 and 15 in Anaheim, attended the Workers' Day of Action on February 24 in San Diego, and chaired the California State Conference Meeting on March 19 and attended the California Labor Federation Legislative Conference and Lobby Day on March 20 in Sacramento. Matt thanked Oakland Members Sam Wilkins and Josh Rosenberg for participation in the Labor Federation

Legislative Conference and Lobby Day. Matt participated in a conference call on March 21 with legal counsel to discuss updates on the California Kin Care/Oakland Sick Leave issues. Matt has worked with Josh Rosenberg to ensure a smooth transition as the incoming Oakland Domicile Executive Board Member.

Michael Massoni left the Meeting at 1204.

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

In January, John prepared for and conducted the first Membership Meeting of 2018. John also testified at the Article XX Trial against Dallas-based Flight Attendant Jeanna Jackson. John was on an Executive Board Conference Call and also did a couple of Lounge Mobilizations. In February, John did a couple of Lounge Mobilizations, wrote an E-Connection and reviewed Grievances for the February Executive Board Meeting. John attended the Las Vegas Rally, did a couple of Fact-Finding Meetings and met with Prasan De Silva, who is the Aviation Parking Superintendent. John attended this meeting with Shop Steward Aubrey Kamps and it was an informal meet and greet with Prasan as he was just named to the new position in February. In March, John did a couple of Fact-Finding Meetings, updated the glass case, wrote an article for Unity, and was on the Executive Board Conference Call. In April, John did a Fact-Finding Meeting and had a meeting about an IEFB issue with a Supervisor. John also met with Frank Amore, who is the President of AMFA Local 32 as he and Aubrey want to have an Maintenance Appreciation Day in May. John reviewed Grievances for the upcoming Board Meeting and did a Lounge Mobilization. John wants to thank Shop Steward Sonia Hall for attending a Pride@Work-AZ event on his behalf. John has been in constant contact with the Executive Board and the Membership through phone calls, emails, and Facebook posts. John wanted to take a moment and say thank you to the Phoenix Base for the honor of electing him for another three years. John also wants to thank Aubrey Kamps, Ray Presnall, and Nancy Kallas for stepping up and running for Phoenix Domicile Executive Board Member as it takes a lot of courage to put yourself out there and run as it is much easier to sit on the sidelines. John wanted to wish Executive Board Members Audrey Stone, Michael Massoni, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Stacey Vavakas, B.R. Ricks, and Matt Hettich the best of luck in the future and thank them for stepping up to help run the Union. John also wanted to take a moment to welcome the new incoming Executive Board. As always, John is honored to represent the Phoenix Base and wants to remind Flight Attendants to call him if they need anything.

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

Civil & Human Rights Committee Chairperson Lori Lochelt designed and acquired two Civil Rights decals to be distributed to Flight Attendants at various functions and outlets, wrote the February Black History Month E-newsletter, and helped design the back cover page for the Winter 2018 Unity Magazine. In collaboration with the WISE Committee Chairperson Jessica Parker and the Association of Flight Attendants/CWA Lori created an online petition titled, "Stop Sexual Harassment and Assault on Airplanes". The petition was launched on April 12 and has an initial goal of 3000 signatures. Signatures will be forwarded to the appropriate United States Congressional Committees which are working on bills to address this issue in the aviation and other transportation facilities. Lori continues to answer questions and provide assistance and resources to Members.

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

Pamila attended the Executive Board Meeting December 12-14. Pamila participated in a conference call with President Audrey Stone and Attorney Mark Richard December 15 to discuss the race issues and hostile work environment in the workplace, and a possible Equal Employment Opportunity Commission (EEOC) complaint. Pamila did Lounge Mobilizations with Shop Stewards Eric McCulley, Courtney McClure and Atlanta-based Flight Attendant Travis Bruce, to educate the Members on the new Inflight Work Rules and Expectations. Pamila registered Members for the 2018 AFL-CIO Martin Luther King Jr. Civil and Human Rights Conference taking place in Houston Jan 11-15. Pamila dropped off toys for the Toys 4 Tots drive. Pamila updated the glass case. Pamila continues to assist Members via emails, texts, and phone calls. Pamila wrote a Unity article January 2. Pamila attended the Executive Board Meeting on January 8-11. Pamila attended the 2018 AFL-CIO Dr. Martin Luther King Jr. Civil and Human Rights Conference January 12-15. In attendance were Oakland Domicile Executive Board Member Matt Hettich, International Vice President Thom McDaniel, Shop Stewards Latonia Benoit, Corliss King, Veronica Espinoza, Damion West, and Members Steve Johnson, and Satin Fye. Pamila attended the Membership Meeting January 17. Pamila attended the Atlanta Base monthly kindness roundtable January 22. Pamila attended the Janus Right to Work ad hoc Committee Meeting in Washington, D.C. January 23-24. Pamila met with Base Manager Graham Vandergrift January 29 to discuss the January 2018 weather related No Show Grievances. Pamila continues to answer calls, text messages and emails from Members. Pamila reports Fact-Finding Meetings and Step Two Meetings have increased in the Atlanta Base. The increase is due to delay of flight, late to the gate, No-Shows and Customer Complaints. Pamila attended the Executive Board Meeting in Dallas February 13-14. Pamila was Emergency Officer On-Call February 19-26. Pamila attended the North Georgia Labor Council Delegate Meeting March 14. Pamila attended the Monthly Kindness Roundtable at the Atlanta Base March 20. Pamila attended the Executive Board Conference Call March 27. Pamila and the Diversity and Equality Council met with Senior Director Base Operations Mike Sims, Human Resource Business Partner People Department Lori Buschel, and Vice President Cabin Services, Sonya Lacore on April 10.

Audrey Stone left the Meeting at 1211.

Brett Nevarez chaired the Meeting.

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

Jimmy reported that Fact-Finding Meetings are at an all-time high in Orlando. Jimmy reported the main reason for the spike in the meetings are for delay of flights and late to gate allegations. Additionally, other meetings include alleged social media violations, non-compliance with Inflight Electronic Flight Bags (IEFB) policies, Crew conflict and harassment and discrimination. Jimmy reported the construction continues on the Flight Attendant Lounge in Orlando and is scheduled to be completed in June. Jimmy reported that Recurrent Training in Orlando has now moved from the airport to an offsite location as of April 1, 2018. Jimmy reported that he attended the Fort Lauderdale Satellite Base Meet and Greet on March 22. Jimmy reported that he was able to field several questions from those Flight Attendants based there. Jimmy has met with Orlando Base Manager Marisa Merkle to discuss ongoing issues.

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

Brett Nevarez submitted his **Officer's Report**:

2nd Vice President Brett Nevarez has been tasked with the following by the Executive Board over the past five years. Brett served as the Executive Board Liaison, coordinating and communicating, with:

Southwest Airlines University and Initial Inflight Training, the Grievance Team as Sargent at Arms and security for the Union Office also handling email and phone call issues with very upset Members, FADAP, the Scheduling Committee and sometimes CISM due to full time status in Dallas during Contract bargaining for 39 months.

In accordance with our Bylaws, Brett also assisted President Audrey Stone and former 1st Vice President Todd Gage and current 1st Vice President Michael Massoni with their duties, primarily consisting of chairing Executive Board Meetings and Membership Meetings in their absence and filling in on various types of meetings with Southwest Airlines Management.

Brett was tasked with seeking restitution from the legally removed former TWU Local 556 Officers, President Stacy Martin, 1st Vice President Chris Click and Financial Secretary Treasurer Jerry Lindemann, for the dues money wasted during their illegal siege of the Union Office. This unfortunately, resulted in lawsuits. Legally removed 1st Vice President Chris Click sued TWU Local 556 in Maryland state court and the judge dismissed his case in December 2013. The legally removed former TWU Local 556 Officers, President Stacy Martin, 1st Vice President Chris Click and Financial Secretary Treasurer Jerry Lindemann versus TWU Local 556 was dismissed with prejudice on January 18, 2018. This was due to plaintiffs' announcement to the court that they were not ready, while TWU Local 556 announced ready for trial. This case was filed on February 10, 2014, and almost four years later, were still not prepared for trial. TWU Local 556 sued the removed former legally removed TWU Local 556 Officers, President Stacy Martin, 1st Vice President Chris Click and Financial Secretary Treasurer Jerry Lindemann, Texas state district court and won a unanimous jury verdict of \$17,570.31 on January 29, 2015

Brett is also responsible for maintaining the Agency Fee Objector lists, both current and former, again resulting in lawsuits. Kent Hand sued TWU Local 556 in federal court with lawyers from the national right to work foundation. TWU Local 556 settled out of court with a NDA in September 25, 2014 only at the behest of our lawsuit insurance company (aka as an errors and omission policy) in order to keep the policy in place to protect the treasury.

Jeanna Jackson, Debby Fisher, Pamela Starzinger and Kelley Martin sued TWU Local 556 in Dallas federal court with lawyers from the national right to work foundation. Their case was decided by Dallas federal district court in favor of TWU Local 556 on August 29, 2016. The Federal Court of Appeals affirmed the District Court in favor of TWU Local 556 on September 8, 2017, their case was dismissed.

Brett also served as the Executive Board liaison to the other Unions on Southwest Airlines property, (TWU Locals 550, 555, 557, SWAPA representing our Pilots, AMFA representing our Mechanics and Aircraft Appearance Technicians, Teamsters representing our Materials Specialists Flight Simulator Technicians and IAM representing our Customer Service Agents and Reservation Agents) due to my previous history of Contract Negotiations and three terms on the Executive Board. Brett attended Quarterly Labor Summits preceding the Southwest Airlines earnings reports, Negotiation Summits during simultaneous Contract Negotiations and remaining in contact via text, email and phone calls to ensure good working relations outside of contract bargaining.

There are currently two active lawsuits against TWU Local 556: Charlene Carter versus TWU Local 556 and Southwest Airlines in federal court and the legally removed former TWU Local 556 Officers, President Stacy Martin, 1st Vice President Chris Click and Financial Secretary Treasurer Jerry Lindemann and Kelley Martin v TWU Local 556 in Dallas state district court was filed on November 17, 2017.

Brett is very proud to have worked with FADAP Co-Chairpersons Natalie Salser and Tom Spillers and very appreciative of their leadership of the amazing FADAP Team. Brett is also proud to have FINALLY begun testing of Satellite Bases after almost twelve years of work started by former Chicago Domicile Executive Board Member Kyle Whiteley, Scheduling Committee Chairperson Lisa Trafton and then implemented and tested by President Audrey Stone and Lisa.

Audrey Stone and Michael Massoni returned to the Meeting at 1236.

Audrey Stone chaired the Meeting.

The Executive Board went to lunch at 1247 and reconvened at 1420.

Executive Board Members Audrey Stone, Brett Nevarez, John Parrott, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Rachel Brownfield, Matt Hettich, Stacey Vavakas, Pamela Forte-Oak, Jimmy West, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa, and Donna Keith were present at the Meeting.

Michael Massoni and Brett Nevarez were excused for Union Business.

Lyn Montgomery and Andrew Longan were guests at the Meeting.

Audrey Stone updated the Executive Board on new information regarding an accident aboard a Southwest Airlines flight earlier in the day.

Rachel Brownfield left the Meeting at 1425.

Cuyler Thompson made a **motion (5)** to excuse Michael Massoni from the remainder of the Executive Board Meeting for Union Business. Sam Wilkins **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carried**.

Sam Wilkins made a **motion (6)** to excuse Brett Nevarez from the PM Session of the Executive Board Meeting for Union Business. Stacey Vavakas **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carried**.

Audrey Stone submitted the **Safety Committee Report** for Chairperson Michael Massoni:

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

Aviation Safety Action Program (ASAP) – Reports Under ERC Review = 41

<i>ID</i>	<i>Event Date</i>	<i>Status</i>	<i>Summary</i>
5701	3/6/2018	Sent to ERC for review	EQUIPMENT / PASSENGER OXYGEN SYSTEM - PSU inadvertently opened and mask deployed
5702	3/8/2018	Sent to ERC for review	CABIN READINESS / OHBS NOT CLOSED Fasten seatbelt sign was turned off too early which through off remaking procedure and a few bins were open during towing
5706	3/10/2018	Sent to ERC for review	JUMPSEAT / NOT SECURED ON JUMPSEAT LANDING - I was distracted with getting my sled to work and landed in PASSENGER seat.
5731	3/16/2018	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Intentional Violation of 14CFR 121.589 By Ops Sup
5745	3/16/2018	Sent to ERC for review	AIRCRAFT DOOR/SLIDE/DISARMING PROCEDURE - Mechanical Problem with Forward Entry Escape Slide
5754	3/15/2018	Sent to ERC for review	CABIN EQUIPMENT/COMMUNICATION SYSTEM - No working PA, interphone or chimes
5758	3/22/2018	Sent to ERC for review	IEFB/NOT COMPLIANT - Manual compliance
5762	3/24/2018	Sent to ERC for review	OWWE/PETS IN OWWE - During the safety demo it was discovered that a pet was under the seat in the exit row.
5770	3/24/2018	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/OTHER - Passenger issue and related Ops Agent issue

5785	3/27/2018	Sent to ERC for review	OWWE/PREBOARD PASSENGER OCCUPIED
EXIT SEAT - Suspected pre-boarder in exit row			
5787	3/25/2018	Sent to ERC for review	SPECIAL PASSENGER/DISABLED - Safety with
ADA Passenger			
5792	3/28/2018	Sent to ERC for review	AIRCRAFT DOOR/SLIDE/PARTIAL SLIDE
DEPLOYMENT - Slide fell out did not deploy.			
5805	3/30/2018	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING
WITHOUT CREW COORDINATION – Pre-boarding began w/inboard crew while all 4 outbound crew members were in the jet bridge.			
5816	4/3/2018	Sent to ERC for review	JUMPSEAT/DID NOT OCCUPY ASSIGNED
JUMPSEAT - Landed in passenger seat with passenger having a medical situation			
5822	3/30/2018	Sent to ERC for review	IEFB/MISSING IEFB - left behind IEFB. no loaner
available. received printout before next flight.			
5823	4/6/2017	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT
- Red seal in wrong spot			
5824	4/5/2018	Sent to ERC for review	ALCOHOL/PASSENGER SIGNS OF
INTOXICATION - Passenger appeared intoxicated and was harassing female passenger			
5825	4/6/2018	Sent to ERC for review	GROUND OPS
COMMUNICATION/PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Possible Weigh and Ballance issue or Procedures			
5826	4/7/2018	Sent to ERC for review	OWWE/PASSENGER DID NOT MEET EXIT SEAT
CRITERIA - Passenger had a seatbelt extension in the emergency exit			
5827	4/5/2018	Sent to ERC for review	IEFB/MISSING IEFB - After arriving and
deplaning I inadvertently forgot to retrieve my IEFB from the A/C.			
5828	4/7/2018	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER
PLACEMENT - Passenger had an infant car seat in the row in front of the exit row.			
5829	4/7/2018	Sent to ERC for review	AIRCRAFT DOOR/SLIDE/DOOR PROCEDURE -
OTHER DEPARTMENT - Aft service door opened while armed			
5830	4/5/2018	Sent to ERC for review	BOARDING/F/A NOT IN BOARDING POSITION -
Left boarding position			
5832	4/8/2018	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND
RESPONSIBILITIES/OTHER - Stowing PASSENGER items in galley			
5833	4/8/2018	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING
WITHOUT CREW COORDINATION - Dual Boarding of pre-boards in front and General in back			
5834	4/8/2018	Sent to ERC for review	OWWE/PASSENGER BRIEFED AFTER DOOR
CLOSURE - Forward entry door was closed before exit row was briefed. Exit row was briefed before securing flight deck.			
5835	4/7/2018	Sent to ERC for review	SECURITY/FLIGHT DECK ACCESS
PROCEDURES - The flight deck door accidentally closed while there was only one crew member in the flight deck.			
5836	4/8/2018	Sent to ERC for review	MINIMUM CREW/BOARDING - Was not on plane
during boarding			
5837	4/8/2018	Sent to ERC for review	OWWE/PASSENGER DID NOT MEET EXIT SEAT
CRITERIA - Noticed passenger in exit row with seatbelt extension			
5838	4/8/2018	Sent to ERC for review	OWWE/PASSENGER BRIEFED AFTER TAKEOFF
- OWWE not briefed prior to securing cabin			
5839	4/8/2018	Sent to ERC for review	SECURITY/PASSENGER MISCONDUCT
(THREAT LEVEL) - Passenger interfering with fa duties. I was under pressure not to return to gate due to social media atmosphere.			

5840 4/8/2018 Sent to ERC for review SECURITY/FLIGHT DECK ACCESS PROCEDURES - FO came out to use the lav but the crew was not ready for him to come out. A PASSENGER was going to the lav at the same time.

5842 4/10/2018 Sent to ERC for review IEFB/MISSING IEFB - Did not have my EFB. Called Ops to have them print me a copy of manual

5843 4/9/2018 Sent to ERC for review IEFB/NON-FUNCTIONING - IEFB would not log in. Delayed to gate for technical support.

5844 4/10/2018 Sent to ERC for review JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF/LANDING - A FA not secured when Departure PA was Made

5845 4/10/2018 Sent to ERC for review AIRCRAFT DOOR/SLIDE/ARMING PROCEDURE - Failed to arm fwd entry door

5846 4/9/2018 Sent to ERC for review IEFB/MISSING IEFB - Other FA mistakenly gave my iPad efb to ops in MCO assuming it was prior crews

5847 4/10/2018 Sent to ERC for review AIRCRAFT DOOR/SLIDE/DOOR PROCEDURE - OTHER DEPARTMENT - Girt bar fell out of holder after Provo opened toward service door

5848 4/10/2018 Sent to ERC for review OWWE/PETS IN OWWE - Noticed passenger with pet in the over wing window exit during demo, had to move passenger before takeoff

5849 4/10/2018 Sent to ERC for review SPECIAL PASSENGER/PEANUT ALLERGY - Passenger had an allergic reaction possibly to peanuts. She had provided SWA the information but the A was never informed.

5851 4/11/2018 Sent to ERC for review IEFB/MISSING IEFB - Unscheduled A/C change, left iPad and sled on original aircraft.

ASAP Reports received Year-to-Date:	463
Accepted Reports Year-to-Date:	459
Excluded Reports to date:	4
Open Reports:	41
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	6380

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 11/12/17 through 12/31/17 = 382

Fielded Events for Period: 01/01/18 through 04/15/18 = 817

Emergencies Declared (Combined Period) = 132

2018 Year-to-Date = 817

All of 2017 = 2371

All of 2016 = 2887

All of 2015 = 2843

All of 2014 = 2119

All of 2013 = 1138*

All of 2011 = 1609

All of 2010 = 1413

All of 2009 = 1210

*ENS tracking and trending was suspended for the period of May 2012 – June 24, 2013 – However ENS follow-up was maintained throughout this period. The Safety Team has re-established the practice of tracking and trending all ENS events and will include the same in all future Safety Team Reports

Hot Aircraft Event Reporting

SWALife Reported Events for Period:
11/12/17 through 12/31/17 = 2
01/01/18 through 04/15/18 = 20
2018 Year-to-Date = 20
2017/2018 Year-over-Year Comparative = -7 (-35%)
All of 2017 = 396 = 34.3% Decrease Year-over-Year
All of 2016 = 535 = 32% Decrease Year-over-Year
All of 2015 (Benchmark High) = 788

Open Discussion Items:

- Operational Door Procedures Working Group 4.0 Review
- OSHA 300 Log Distribution to DEBM's
- ASAP FAA Revised Advisory Circular 120-66C Comment Submission
- Cabin Fume Events Working Group Update – Safety Alert for Operators (SAFO) 18003 Review
- WN2123 and WN3562 Emergency Evacuation Debriefs and EVAC Working Group Formation
- Hypodermic Needle Sticks Working Group Update ORR804:

Scheduled and Standing Meetings:

- Monday April 16, 2018 – Door Procedures Working Group
- Tuesday April 17, 2018 – Dinner Meeting with SWA Leadership
- Tuesday April 17, 2018 through Friday April 20, 2018 – Executive Board Meeting
- Wednesday April 18, 2017 – Cabin Fumes Reporting Systems Working Group
- Sunday April 21, 2018 through Wednesday April 25, 2018 – TWU Legislative and Political Conference
- Monday April 30, 2018 – Monthly Health and Safety Coordination (HASC) Meeting

Sam Wilkins will work with the appropriate committees to publish information regarding the Aviation Safety Action Program (ASAP), as it pertains to Flight Attendants' Inflight Electronic Flight Bag (IEFB) requirements.

Cuyler Thompson submitted the **Uniform Committee Report** for Chairperson Jabari Smith:

The TWU Local 556 Uniform Committee began their report by informing the Executive Board that Maternity Uniforms have been an issue and was brought to the Uniform Core Team attention. A reminder was sent to the bases about the Uniform loaner program. The Maternity backorder pieces has been processed. Wear testing of the updated pieces will be communicated soon. The men's rebel jacket is no longer a limited item and can be purchased on the Cintas Website. Jabari Smith continues to interact with Members via email, calls, texts and social media. I thank the Executive Board for allowing me to serve the Members of TWU Local 556.

Cuyler Thompson submitted the **Communications Committee Report** for Erich Schwenk and himself:

Mass E-Mails

The Action Network account was used over the past month for National Campaigns, E-Connections and Shop Steward email campaigns. We've also included the ability to add New Hire Flight Attendants on their first day of employment. These New Hires now have access to the Website and App on their first day. They're welcomed with an email shortly after graduation. The Communications Team switched back to MailChimp as the Salesforce integration is complete. The estimated "go-live" for MailChimp is late January 2018.

Website

The Communications Team continues to keep our Website updated with all relevant content. Members are encouraged to login and stay up-to-date on Union happenings which can be found on the Member's Homepage by clicking on the "Members" tab.

Videos

With our new Website, we are now primed to increase video usage. The Communications Team can 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!

Publications

The Spring 2018 Unity Magazine will be posted electronically before the end of the week. Hard copies will ship from the printer in Houston the following week. The magazine is delayed slightly. Cuyler will provide the interim Communications Chairperson with the contact information of both the current printer and graphic designer utilized by TWU Local 556.

Social Media

Facebook continues to be a great way to reach the Members of TWU Local 556. Our Members are receptive to posts and this free tool reaches a lot of Members very quickly. Members are encouraged to post and comment on our 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. If you would like to share photos via the TWU Local 556 Facebook page, please email them to Communications.

Mobile Applications

We are currently in the process of testing a new release for our mobile application with a planned launch the last full week of April 2018. The new App includes many improvements and enhanced capabilities, including the option to "Live Chat" with a Grievance Team Member.

The Communications Team will conduct a training at the Dallas Union Office for the interim Communications Committee Chairperson during the last week of April. Current Chairpersons Cuyler Thompson and Erich Schwenk will remain available to assist him in his duties as interim Communications Committee Chairperson as outlined in the TWU Local 556 Bylaws.

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

Executive Board Members Audrey Stone, Brett Nevarez, John Parrott, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Rachel Brownfield, Matt Hettich, Stacey Vavakas, Pamela Forte-Oak, Jimmy West, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa, and Donna Keith were present at the Meeting.

Michael Massoni and Brett Nevarez were excused for Union Business.

Brian "BR" Ricks was tardy.

Sam Wilkins submitted the **Mobilization/Organizing Committee Report:**

Mobilization/Organizing Co-Chairperson Sam Wilkins has been working with Chairperson Audrey Stone and Baltimore Domicile Executive Board Member Stacey Vavakas on a 2017-2018 Strategic Plan for the Mobilization/Organizing Committee. Sam and Stacey have ordered extra Union Pins in an effort to get more Members to wear pins. Audrey and Sam have been working with the Committee On Political Education (COPE) as well as the TWU Local 556 Right to Work ad hoc Committee on a strategy to

organize and prepare for the Janus v. AFSCME Supreme Court decision. A joint communication was sent out to the Membership highlighting the pending decision on January 4. Audrey and Sam continue to work with COPE, Civil and Human Rights, and the Education Committee on various initiatives. Audrey and Sam will be supplying a comprehensive report to pass on to President Elect Lyn Montgomery who will be the next Chair of the Mobilizing/Organizing Committee per the TWU International Constitution. Audrey and Sam would like to thank the TWU Local 556 Executive Board, Negotiating Team, Coordinating Council, the Membership Action Council, Educators, Precinct Captains, Shop Stewards, the Admins of the Official TWU Local 556 Facebook Group, Activists and Committee Chairpersons that they have had the honor of working with over the last four years while serving as Co-Chairpersons of the Mobilization/Organizing Committee. Sam encourages any Member who would like to get involved with future mobilization efforts to email moborg@twu556.org.

Sam Wilkins submitted her **Officer's Report**:

Sam Wilkins attended the TWU International Arbitration Preparation & Presentation Conference January 8-12 at the Maritime Institute in Linthicum. Sam took the National Association of Parliamentarian (NAP) Member Test and passed. Sam is happy to report she is now an official member of the NAP. Sam attended the 1st Membership Meeting on January 17 in Dallas. Sam assisted Grievance Co-Chairpersons Brandon Hillhouse and Becky Parker in writing the first monthly Grievance Newsletter that was launched in January as well as the February, March and April Newsletters. Sam has been working with the Grievance Team over the last several months. Sam Wilkins attended the February 13-14 Executive Board Meeting in Dallas. Sam met with President Audrey Stone, Legal Counsel Mark Richard, Co-Chairpersons Brandon Hillhouse and Becky Parker on February 13 regarding the 2017/2018 Grievance Strategic Plan. Sam compiled data and information for a meeting with Management related to improper gate check evaluations related to the view badge on the Inflight Electronic Flight Bag (IEFB). Sam attended the Women's International Day Summit hosted by Southwest Airlines Diversity & Inclusion Department on March 8. Sam attended the TWU Local 556 Officer Election tally on March 12. Sam would like to thank all 68 Members who stepped up and ran in the Officer Election. Sam attended the Cal Labor Federation Conference and Lobby Day on March 19-20 in Sacramento. Sam participated in the Executive Board Conference Call on March 27. Sam attended the monthly Grievance Meeting between the Union and Southwest Airlines Management. Sam was the Emergency Officer On-Call April 2-9. Sam assisted Members via social media, texts and phone calls. Sam represented Members in Fact-Finding Meetings. Sam helped dozens of Members with a point reduction plan. Sam encourages anyone who would like assistance with a point reduction plan to please reach out to her. Sam is grateful for the last three years in being able to serve the TWU Local 556 Membership. She would also like to thank the countless Members she has had the honor of serving and supporting over the last three years. Sam has been a proud Member of TWU Local 556 for twenty years but her greatest honor has been serving as the Board Member at Large for the 2015-2018 term. Sam did so with heart, commitment and passion. Sam extends heartfelt congratulations to the 2018-2021 Executive Board and lends her support as well as her unsolicited opinion to them. With Luv and In Solidarity, The Meddler

Brett Nevarez and Brian "BR" Ricks returned to the Meeting at 1423.

Per the instructions of the Executive Board, Members of the Signature Verification Committee (SVC) distributed digital copies of all material associated with the recent Recall Petition to all parties named on the Recall Petition.

There was discussion regarding possible legal actions to be taken by the Local in response to the Recall Signature Verification Committee's (SVC) final report. The Executive Board would discuss the matter with legal counsel during the Executive Board Meeting the following day.

The Executive Board discussed the end of Domicile Executive Board Members' Read Before Fly campaign.

Audrey Stone submitted six pieces of correspondence:

1. A letter of thanks from the New York State AFL-CIO to TWU Local 556 for helping the New York Hotel Trades Council secure a fair Contract for the Hilton Albany Employees by pressuring Southwest Airlines to cancel their Crew Hotel contract;
2. A letter from the TWU Veterans Committee regarding their scheduled 1st Quarter Meeting;
3. A TWU guide to building Union power for strong families;
4. A letter from TWU International regarding the recent march at the Supreme Court in response to the Janus case;
5. A notice from TWU international regarding the Working people's day of Action;
6. A memorandum from TWU international regarding the Michael J. Quill Scholarship.

Grievance Committee Co-Chairpersons Becky Parker and Brandon Hillhouse entered the Meeting at 1546 and presented the **Grievance Committee Report**:

TOTAL NUMBER OF GRIEVANCES:

<i>141 total grievances:</i>	
<i>36 terminations</i>	<i>25.5%</i>
<i>4 group grievances</i>	<i>2.8%</i>
<i>39 non term disciplinary</i>	<i>27.7%</i>
<i>36 Attendance</i>	<i>25.5%</i>
<i>26 individual contract</i>	<i>18.4%</i>

<i>Total Contract Grievances on file: 30</i>	<i>21.3%</i>
<i>Total Discipline Grievances on file: 111</i>	<i>53.2%</i>

Settled and Withdrawn Report:

Since the launch of the new Salesforce program, we are now able to track everything live. Salesforce was officially launched on January 8. Since the launch, the record reflects 189 grievances have been resolved. 116 grievances settled in favor of the Grievant of which 103 were settled at Step 2 Hearing level. 13 were settled at TWU Board Review Level. 73 grievances were withdrawn.

Board of Adjustments:

There are currently no Flight Attendant Board of Adjustments scheduled

Arbitration Update:

The Union held a termination Arbitration on March 23 and a termination Arbitration on April 4. The parties will be submitting written post hearing briefs soon.

Arbitrations:

The Union has slated two additional termination Arbitrations to be scheduled and held no later than July 2. The Parties are working to secure dates.

Arbitrations Proceeding on Their Own update:

Three termination Arbitrations are pending. All three grievances are terminations. Two of the three Arbitrations have taken place and pending an award from the Arbitrator. Once was held on December 7, and the other January 11. The third Arbitration is set for May 4.

Sam Wilkins made a **motion (7)** not to proceed on eighteen Grievances per the recommendations of the Grievance Review Committee (GRC). Brett Nevarez **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (8)** to proceed on a Grievance per the recommendations of the Grievance Review Committee (GRC). Cuyler Thompson seconded the motion. The motion **carried**.

Brett Nevarez made a **motion (9)** to approve the settlement to a Grievance as presented. Jessica Parker **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (10)** to revisit a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

Brett Nevarez made a **motion (11)** to approve the updated FAR Adjustment Letter of Understanding as presented. Matt Hettich **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (12)** to revisit two Grievances. Cuyler Thompson **seconded** the motion. The motion **carried**.

Audrey Stone left the Meeting at 1648.

Brett Nevarez chaired the Meeting.

Audrey Stone returned to the Meeting at 1650.

Audrey Stone chaired the Meeting.

Sam Wilkins made a **motion (13)** to table two Grievances. John Parrott **seconded** the motion. The motion **carried**.

Sam Wilkins made a **motion (14)** to recess. Cuyler Thompson **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
John Parrott	Nay
Brett Nevarez	Nay
Cuyler Thompson	Yea
Sam Wilkins	Yea
Heather Kelly-Gray	Yea
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Yea
Rachel Brownfield	Nay
Pamila Forte-Oak	Nay
Brian "BR" Ricks	Yea

Jimmy West	Yea
Donna Keith	Nay
Jessica Parker	Nay

The motion **carried**.

Audrey Stone recessed the Meeting at 1658.

Wednesday **April 18, 2018**

Audrey Stone called the Meeting to order at 0900.

Executive Board Members Audrey Stone, Brett Nevarez, John Parrott, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Rachel Brownfield, Matt Hettich, Stacey Vavakas, Pamela Forte-Oak, Jimmy West, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa, and Donna Keith were present at the Meeting.

Michael Massoni was excused for Union Business.

Grievance Committee Co-Chairpersons Becky Parker and Brandon Hillhouse, and Grievance Committee Member Beth Ross entered the Meeting at 0907 to discuss the merits of a Grievance.

The Executive Board spoke with a Grievant via conference call at 0921.

David Jackson made a **motion (15)** not to proceed on a Grievance. Brett Nevarez **seconded** the motion. The motion **carried**.

Beth Ross was excused at 0949.

Audrey Stone left the Meeting at 0950.

Brett Nevarez chaired the Meeting.

John DiPippa submitted a report regarding Pride at Work, Arizona for Alternate Delegate Sonia Hall:

This Pride at Work event featured Keynote Speaker Miriam Frank, author of 'Out in the Union: A labor history of Queer America'. Miriam Frank spoke about the evolution of labor politics showing how unions began affirming the rights of LGBTQ workers in the mid-1960s through 2013. She spoke about coming out on the job and in the union as well as issues of discrimination and harassment, and the creation of alliances between unions and LGBTQ communities. Miriam Frank also spoke about her teaching of Womens Studies classes. She is an Adjunct Associate Professor of Humanities at New York University. Delegates and guests present also heard from Phoenix Mayor Greg Stanton, County Recorder Adrian Fontes and Supervisor Steve Gallardo. All three of these Arizona leaders spoke about their plans for Phoenix in the upcoming election and how more community leaders can come together to achieve unity and continue the fight for workers in Arizona.

Jimmy West submitted the **Professional Standards Committee Report** for Chairperson Kurt Beggs:

<i>PILOT</i>	<i>3</i>
<i>IR FILED</i>	<i>2</i>
<i>WITHDRAWN</i>	<i>4</i>
<i>NOT TAKEN</i>	<i>1</i>
<i>IN PROGRESS</i>	<i>2</i>
<i>TOTAL CASES</i>	<i>19</i>
 <i>POSITIVE RESOLUTION</i>	 <i>8</i>
<i>UNRESOLVED</i>	<i>2</i>
 <i>BASE</i>	
<i>Phoenix</i>	<i>4</i>
<i>Oakland</i>	<i>2</i>
<i>Houston</i>	<i>5</i>
<i>Chicago</i>	<i>3</i>
<i>Austin</i>	<i>1</i>
<i>Baltimore</i>	<i>2</i>

Grievance Committee Member Barbara Fitzhugh entered the Meeting at 1006 to discuss the merits of a Grievance.

The Executive Board spoke with a Grievant via conference call at 1010 regarding the merits of the Grievance.

Audrey Stone returned to the Meeting at 1024.

Audrey Stone chaired the Meeting.

John Parrott made a **motion (16)** to proceed on a Grievance. Sam Wilkins **seconded** the motion. The motion **carried**.

Barbara Fitzhugh was excused at 1033.

Grievance Team Member Beth Ross entered the Meeting at 1037 to discuss the merits of a Grievance.

The Executive Board spoke with a Grievant via conference call at 1045 regarding the merits of the Grievance.

John DiPippa made a **motion (17)** to proceed on a Grievance. Brian "BR" Ricks **seconded** the motion. The motion **did not carry**.

Cuyler Thompson made a **motion (18)** not to proceed on a Grievance. Matt Hettich **seconded** the motion. The motion **carried**.

The Executive Board took a break at 1103 and reconvened at 1120.

Executive Board Members Audrey Stone, Brett Nevarez, John Parrott, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Rachel Brownfield, Matt Hettich, Stacey Vavakas, Pamela Forte-Oak, Jimmy West, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa, and Donna Keith were present at the Meeting.

Michael Massoni was excused for Union Business.

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

The Executive Board spoke with a Grievant via conference call at 1125 regarding the merits of the Grievance.

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

Lauren Childs was excused at 1139.

Sam Wilkins made a **motion (20)** to revisit a Grievance. Matt Hettich **seconded** the motion. The motion **carried**.

Brett Nevarez left the Meeting at 1155.

Cuyler Thompson submitted the **February 2018 Executive Board Meeting Synopsis, Minutes, Attendance Report and Voting Record and Vote Tally** for review.

The Executive Board made corrections and changes to the February 2018 Executive Board Meeting Synopsis, Minutes, Attendance Report and Voting Record and Vote Tally.

Brett Nevarez returned to the Meeting at 1211.

Audrey Stone left the Meeting at 1219.

Brett Nevarez chaired the Meeting

Matt Hettich made a **motion (21)** to approve the February 2018 Executive Board Meeting Synopsis as amended. Jimmy West **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carried**.

Matt Hettich made a **motion (22)** to approve the February 2018 Executive Board Meeting Voting Record and Vote Tally as amended. Stacey Vavakas **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carried**.

Matt Hettich made a **motion (23)** to approve the February 2018 Executive Board Meeting Attendance Report as presented. Stacey Vavakas **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carried**.

Matt Hettich made a **motion (24)** to approve the February 2018 Executive Board Meeting Minutes as amended. Rachel Brownfield **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carried**.

Rachel Brownfield submitted the **Veterans Committee Report** for Chairperson Brendon Remezas:

Brendon Remezas, Chairperson of the TWU Local 556 Veterans Committee, reports that during the last two months the Veterans Committee has assisted multiple Members with issues ranging from Attendance and Leave and scheduling coding. Brendon has been in contact with leaders from Mission 22 in hopes to bring classes near Domiciles and to garner support in those Domiciles. Brendon reports that TWU Local 556 Veterans Co-Chairperson Yvetta Melton attended the 1st quarter TWU International Veterans Committee meeting in Houston. The next TWU International Veterans Committee meeting will take place in Tulsa on May 7-9. Brendon has sent Members the official TWU Veteran lapel pin. Brendon would like to thank Yvetta Melton for her hard work, and Members Wayne Tipton and Jeff Scov for stepping up and showing interest in the TWU Local 556 Veterans Committee. Brendon would also like to thank the TWU Local 556 Executive Board for their support of TWU Local 556 Veterans.

The Executive Board went to lunch at 1227 and reconvened at 1420.

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

Michael Massoni was excused for Union Business.

TWU Local 556 Legal Counsel Ed Cloutman III, Ed Cloutman IV and Adam Greenfield were guests at the Meeting to discuss issues surrounding Southwest Airlines' changes to its protected leave policies and information regarding the status of a potential lawsuit against Southwest Airlines for violations of California KinCare and Oakland Sick Leave Laws.

Sam Wilkins made a **motion (25)** to go into Executive Session. Jessica Parker **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Yea
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

The Executive Board entered Executive Session at 1442.

Brett Nevarez made a **motion (26)** to exit Executive Session. John Parrott **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Yea
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

The Executive Board exited Executive Session at 1604.

Brett Nevarez made a **motion (27)** to pursue civil action against Jeanna Jackson in order to recover the dues money paid by the TWU Local 556 Membership, to a total of \$283,031.13, which depleted the TWU Local 556

Treasury because of the fraudulent recall petition. Heather Kelly-Gray **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Nay
Brian "BR" Ricks	Nay
Jimmy West	Nay
Donna Keith	Nay
Jessica Parker	Yea

The motion **carried**.

The Executive Board and legal counsel discussed the status of an ongoing joint lawsuit filed by former Southwest Airlines Flight Attendant Charlene Carter against the Membership of TWU Local 556 and Southwest Airlines.

The Executive Board and legal counsel discussed the status of an ongoing lawsuit against the Membership of TWU Local 556, filed by former President Stacy Martin, former 1st Vice President Chris Click, former Treasurer Jerry Lindemann, and current Flight Attendant Kelley Martin.

The Executive Board took a break at 1617 and reconvened at 1640.

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

Michael Massoni was excused for Union Business.

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

The Executive Board spoke with a Grievant via conference call at 1645 regarding the merits of the Grievance.

Sam Wilkins made a **motion (28)** not to proceed on a Grievance. Matt Hettich **seconded** the motion. The motion **carried**.

Becky Parker, Brandon Hillhouse, and Barbara Fitzhugh were excused at 1705.

John Parrott submitted the **February 2018 TWU Local 556 Financial Report** for review.

Matt Hettich made a **motion (29)** to approve the February 2018 TWU Local 556 Financial Report. Jessica Parker **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Yea
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

John Parrott submitted the **March 2018 TWU Local 556 Financial Report** for review.

The Executive Board discussed the fact that the March 2018 Financial Report reflected that the total assets of the TWU Local 556 Treasury was at an all-time high.

Matt Hettich made a **motion (30)** to approve the March 2018 TWU Local 556 Financial Report. Heather Kelly-Gray **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Yea
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Brian "BR" Ricks made a **motion (31)** to recess. Sam Wilkins **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carried**.

Audrey Stone recessed the Meeting at 1745.

Thursday **April 19, 2018**

Audrey Stone called the Meeting to order at 0900.

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

Michael Massoni was excused for Union Business.

Matt Hettich submitted the **Committee on Political Education (COPE) Report**:

On Friday, April 13, a bi-partisan group of Transportation and Infrastructure Committee members in the U.S. House of Representatives, introduced the FAA Reauthorization Act of 2018 (H.R. 4). This bill does not contain the controversial Air Traffic Control privatization language and includes language impacting Flight Attendants throughout the industry. The bill includes, among other things: an unreducible FAA rest period of 10-hours for Flight Attendants, requires carriers to develop a Flight Attendant Fatigue Management System, provides FAA Administrator review of industry-wide cabin evacuation procedures, language preventing "flag of convenience" carrier entry into U.S. markets and support of labor standard and principles, cell phone voice communication use ban, flight deck secondary barriers, human trafficking training for airline employees, and provides lactation rooms in

commercial service airports. Michael Broadhead reported to the committee that he continues in his role as chairperson of the Maricopa Area Labor Federation (MALF), holding monthly meetings for Delegates and affiliated Unions. The efforts of MALF to recruit, retain and keep an active delegation is showing defined results. At the March meeting, MALF had 28 delegates participating and had a candidate for Congress and candidate for Mayor speak to the delegation. Jim Volpe reported to the committee that the TWU Arizona, Nevada, Colorado State Conference is splitting to create a new Arizona State Conference due to the great legislative need moving into the next election cycle. There is a possibility that it will include New Mexico as that state is currently underserved. Jim Volpe has been elected as the chair and Michael Broadhead as the secretary; the first meeting is scheduled to take place in May. Matt reported that he chaired the TWU California State Conference (CSC) meeting on January 22 and March 19. The CSC interviewed three candidates running for Congress: Andy Thorburn, candidate for congressional district 39; Dave Min, candidate for congressional district 45; and, Harley Rouda, candidate for congressional district 48 with an additional interview for congressional district 48 was held on March 19 with Hans Keirstead. On March 19 and 20, Sam Wilkins, Matt Hettich, and Josh Rosenberg participated in the California Labor Federation's Legislative Conference and lobby day, focusing TWU lobby efforts on California Kin Care issue and the threat autonomous buses pose in displacing TWU Members. Matt reported that on April 6 he facilitated a meeting with Congressman Alan Lowenthal (CD-47) and JetBlue Flight Attendants to gain support for the organizing drive with TWU. On April 11, Matt facilitated CSC interviews for candidates running for San Francisco Mayor, candidates London Breed, Jane Kim, and Angela Alioto participated. Matt reported that he attended the California Labor Federation's COPE convention in San Jose on April 12.

Audrey Stone submitted the **Education Committee Report** for Chairperson Amanda Gauger:

Chairperson Amanda Gauger reports the Education Committee continues with the Contract 101 series. January was a recap month to introduce all the 101s being loaded on www.twu556.org. The Facebook Live encompassed "Frequently Asked Questions (FAQ's)" from the Contract. It has been viewed 2,400 times and lasted almost an hour. February's Facebook Live did not go as scheduled due to extenuating circumstances. It was abbreviated and highlighted the upcoming Officer elections. February's Facebook Live had 744 views. March's Contract 101 topic was Vacations. In addition to Vacations, Facebook Live covered Satellite Bases and Elections update. President Audrey Stone joined Co-Chairperson Josh Rosenberg for the March Facebook Live, and it has been viewed 2,500 times. The Official TWU Local 556 Facebook Group has added 332 new Members since mid-January, with a total of 7,107 Members. Josh continues to handle the scheduling of the Admin shifts for the Official TWU Local 556 Facebook Group. Josh has also spearheaded a Base Orientation for the New Hires in Oakland. Both he and Co-Chairperson Angie Kilbourne have held the orientation to welcome the newest Flight Attendants into the domicile, giving them a tour of the airport, lounge and answered questions. The Base Orientation has expanded to other domiciles where New Hires are being placed to help transition them from training to work the line. In addition, Josh presented the Irregular Operations Plan in the January Executive Board meeting. He attended the Working People's Day of Action on February 24 in San Diego. Angie created multiple graphics for the Group. She created a special set of graphics regarding the Officer elections that were utilized on different Facebook groups to inform Members of the timeframes for the election, change to paper ballots, Board of Election information, etc. She also continues to work on new Contract 101s for future months. Angie regularly responds to e-mails sent to the Education Committee from our Members. In response to feedback regarding the Official TWU Local 556 Facebook Group, Angie created separate Facebook Admin Profiles for each of the Admins to use when answering questions on the Group. This transition has been successful for the Admin team, and ensures access to all Members of the group to the Admins. At the end of March, Angie and Josh took a tour of the Network Operations Control (NOC) with Director Inflight Crew Scheduling and Crew Ops Support Henry Townsend. They discussed the TWU Local 556 Irregular Operations Plan and future plans that

Management has regarding the operation, especially during weather events. Amanda has been working as an Admin for the Official Facebook Group, working approximately five shifts each month. She fills in last minute if a shift needs coverage, and answers questions outside of the Group's hours. She has written articles for the Winter and Spring Unity Magazines. The Education Committee would like to thank the Executive Board for approving the Irregular Operations Plan, and also congratulate the newly elected and re-elected Board Members who will serve our Membership on the next Executive Board. On behalf of Angie, Josh and Amanda, it has been a pleasure serving the Membership over the last three years. The goal has been to increase our Membership's knowledge of Contract and Work Rules, and utilizing multiple avenues to reach as many Members as possible. The Education Committee looks forward to serving our Members in the future.

The Executive Board recognized the great work of the Union's Committees during the 2015-2018 Executive Board term.

Audrey Stone submitted her **President's Report:**

Audrey states that, since last reported, she presented to the New Hire Classes 379, 380, 381, and 382, along with New Hire Committee Chairperson Joe Skotnik, and Education Committee Co-Chairperson Josh Rosenberg, and also attended the subsequent New Hire dinners. Audrey participated in Shop Steward Conference Calls January 29, February 23, and March 29. She, 1st Vice President Michael Massoni, and 2nd Vice President Brett Nevarez attended the quarterly Labor Summit with the other Southwest Airlines Unions on January 25. They also attended the Union Leadership Briefing at Southwest Airlines the same day. Audrey met with Senior Director Base Operations Mike Sims on January 26, and again on April 4, along with Senior Director Labor Relations Brendan Conlon, in order to sign the updated Emergency Sick Call Procedures Letter of Understanding and joint Q & A that the TWU Local 556 Executive Board approved in February 2018. She participated in a conference call February 7 regarding the way Southwest Airlines continues to administer California KinCare and Oakland Sick Leave, along with Oakland Domicile Executive Board Member Matt Hettich and Legal Counsel. Audrey, along with Board Member at Large Sam Wilkins, Grievance Co-Chairpersons Becky Parker and Brandon Hillhouse worked on grievances, including meeting with Legal Counsel for strategic planning February 13, and then participated in Grievance Meetings with Southwest Airlines January 18, February 28, and March 28. Audrey has participated in weekly staff meetings with the Grievance Team, and has continued to assist the team in seeking resolutions for grievances. She attended Step Two Meetings to represent Flight Attendants February 23 and March 15. She also testified in an Arbitration March 7. She met with Director Labor Relations Tammy Shaffer March 1. Audrey chaired the second TWU Local 556 simulcast Membership Meeting January 17. She and Michael met with Vice President Inflight Sonya Lacore, Brendan Conlon, and Senior Director Onboard Experience and Policy Steve Murtoff March 1. She also met with Sonya January 22 and March 26. Audrey, Sam, and Grievance Team Member Ann Claire Crawford participating in a conference call with Legal Counsel to discuss FMLA issues February 23. Audrey chaired the March Executive Board Conference Calls January 23 and March 27. She joined Education Committee Co-Chairpersons Angie Kilbourne and Josh Rosenberg in Oakland for New Hire Base Orientation February 5 and March 5. She, Angie, and Josh met with Director Inflight Crew Scheduling and Crew Ops Support Henry Townsend March 26 to present the TWU Local 556 Irregular Ops plan, and to tour the NOC. She also continues to work with Southwest Airlines and the Scheduling Committee regarding the Satellite Base Test in Austin and Fort Lauderdale, including attending the "Meet and Greet's" hosted by Southwest Airlines March 20 and 22, and to update the "Frequently Asked Questions (FAQ's)." Audrey has also worked with Southwest Airlines to continue to update the comprehensive "Question and Answer (Q & A's)" and Letters of Agreement/Settlement Letters document, which has been published to all Flight Attendants via the IEFB and TWU Local 556 Website. She met with Brendan on January 15 and

February 22, and an updated Q & A document will be published next week. Audrey sat Emergency Officer On-Call (EOOC) the week of January 22. She and Sam attended the International Women's Day Symposium March 8. Audrey, Josh, and Las Vegas Domicile Executive Board Member Rachel Brownfield met with Southwest Airlines March 26 to address concerns regarding maternity uniform pieces. Audrey met with incoming President Lyn Montgomery the week of April 2 to begin transitioning to the new Union Administration. She and Lyn attended the TWU International Air Division Presidents' Meeting in San Francisco, CA April 9-12. Audrey participated in the Grievance Review Committee (GRC) April 16, and chaired her final Executive Board Meeting the same week. She would like to thank Denver Domicile Executive Board Member Jessica Parker for organizing a "thank you" for the outgoing Board Members. Audrey also thanks all those who have stepped up and worked for the Flight Attendants and TWU Local 556 during her time, and she wishes the new TWU Local 556 Executive Board the best of luck as they take office for the term beginning May 1, 2018. She will remain available to assist as needed and is committed to seeing TWU Local 556 succeed moving forward.

John Parrott presented the **Office Manager's Report**. There was no written report submitted.

The Executive Board discussed staffing at the Union Office.

At 0946, the Executive Board spoke with Safety Committee Chairperson Michael Massoni, who was in Philadelphia with Health Committee Chairperson Michele Moore and Critical Incident Stress Management (CISM) Team Members assisting the Flight Attendants aboard Southwest Airlines flight #1380, via conference call. Michael reported on the status of the Crew, the investigation being conducted by the National Transportation and Safety Board (NTSB), and Southwest Airlines' escalation of air worthiness checks of 737-700 engines.

The Executive Board thanked Michael Massoni for his amazing work, professionalism and dedication on behalf of the Members of TWU Local 556.

Grievance Committee Co-Chairpersons Becky Parker and Brandon Hillhouse, and Grievance Team Member Lauren Childs entered the Meeting at 1006 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1020 to discuss the merits of the Grievance.

The Grievant was excused at 1045.

Cuyler Thompson made a **motion (32)** not to proceed on a Grievance. John Parrott **seconded** the motion. The motion **carried**.

The Executive Board took a break at 1047 and reconvened at 1106.

Executive Board Members John Parrott, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Rachel Brownfield, Matt Hettich, Stacey Vavakas, Pamela Forte-Oak, Jimmy West, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa, and Donna Keith were present at the Meeting.

Audrey Stone and Brett Nevarez were attending to Union Business.

Michael Massoni was excused for Union Business.

Sam Wilkins chaired the Meeting.

Matt Hettich discussed the expenses of the upcoming Committee on Political Education (COPE) Conference.

Drew Kennedy entered the Meeting at 1111 and submitted the **Member Services Software Update:**

Section I – Status Review & Update

Section II – Salesforce Communities

Section III – Additional Salesforce Deployments

Section IV – Other Projects

Section I – Status Review & Update

With direction from the TWU Local 556 Executive Board, we began working to modernize our grievance process and further integrate streamline our systems. Following that direction, the last few months have brought forward quite a bit of change at TWU Local 556, including:

- Full migration from LaborSoft to Salesforce, including more than 21k Member's data, 18k cases, 91k files, and all associated case notes.*
- Training and launch of Salesforce for the Grievance Team and Executive Board.*
- Conversion to G Suites for half of our organization to better integrate with Salesforce. Current users include the Grievance Team, Union Employees, and some committees. Full integration is expected to be completed by the end of June.*
- New telephone system - We've upgraded to a cloud-based telephone system that fully integrates with Salesforce for a seamless experience for the Grievance Team, who handles about 6,000 calls per month.*
- Built Salesforce Communities and migrated data as needed for our Critical Incident Stress Management and Flight Attendant Drug and Alcohol Committees while maintaining their need for confidentiality to sensitive information.*
- Moved Union Business Time Management (pulls/pay) into Salesforce and balanced payroll in record time for March, 2018.*
- Integrated full mapping capabilities into Salesforce to assist with disaster preparedness/response, COPE, Mobilization and Organizing, etc.*

*The roadmap presented to the Executive Board in August 2018 continues to be executed and all major initiatives have either been released **on time** or are currently on track for their planned releases. Below you'll find a full breakdown on the items mentioned above.*

Salesforce Implementation:

Following several months of configuration and customization, the Grievance product was tested by end users the week of December 11. The remainder of the month was spent fine tuning areas that came to light during this testing period and migrating nearly 10 years' worth of data into Salesforce.

Data Migration: *The migration of data from Laborsoft to Salesforce was extremely successful. It was conducted in two different loads to ensure all data was in Salesforce when we launched. Even with all the major conversions, the Grievance team was not offline for any business days and the migration was completed over the weekend prior to launch). Here is a breakdown of the imported data:*

Object	Records
Member	21853
Case Document	91387
Grievance	18291

Member Notes 12941

Case Notes 12577

Related Members 4226

Product Launch: On January 4 & 5 the Grievance Team underwent Salesforce training conducted in partnership with Bluewolf's Change Management Team. The following Monday, January 8, Salesforce was launched to both the Grievance Team and Executive Board, with Executive Board training occurring on January 10.

With any major change and custom platform comes struggles and this was no exception. We've rolled out updates over the last few months to address simple changes like a list view to complex changes like timeframe notifications (see below). The Grievance Team has taken to their new product and we'll continue to improve and add new functionality and fine tune pain points.

Following the past few months of successful use of the program, Laborsoft was officially decommissioned at the end of March 2018. A small ceremony was held. It will not be missed.

Fiduciary Responsibility: All items/projects have remained under their original approved budgets. These items include the addition of continued improvements and implementations explained below:

Continued Improvements:

- Notifications sent to Grievance team as deadlines approach by email. These are scheduled and escalated as the deadlines approach.
- Adobe Sign integration to simplify and ease the sending of termination documents to new Grievants.
- New Forms on platform to cut down on administrative tasks of the Grievance Team, such as their Grievance Information Emails and Meeting Cancellation pay requests.
- User interface changes to simplify and ensure a better user experience.
- Additional Grievance Packet automation through generation of their timeline of events.
- Numerous bug fixes and minor improvements

Section II – Salesforce Communities

Quickly after the deployment of Salesforce to the Grievance Team and Executive Board, we began shifting into developing new communities for other key operational aspects of Local 556. These communities operate independently of each other and of the Grievance Team, but still exist in the same infrastructure and platform.

FADAP Cases: FADAP has a new confidential community for tracking their data and has begun to train a few of its users online, with the remainder being trained at their annual training in May 2018. They will be fully integrated and online at that point.

CISM Incidents: CISM is migrating from a legacy system into a new confidential community for tracking their data. Currently, CISM Team Members have been provided access to their new system and we plan to train CISM and complete their migration on Thursday, April 19. As they convert to their new community, their current system will be decommissioned at the end of the month.

Professional Standards: We plan to start on their community buildout in late April 2018 with hopes to launch prior to July 2018.

Shop Steward Community: The Shop Steward community is in the early planning stages and is on track for a launch in August/September 2018 when the Shop Steward training has traditionally occurred.

Section III – Additional Salesforce Deployments

Union Business Requests: The Finance Team has migrated their trip pull process onto the Salesforce platform. This will allow for additional functionality and reporting as well as streamlining many of their processes. In the near future, all trip pulls and pay requests will be completed online via the Union Website where Salesforce automation will be implemented behind the scenes. These improvements have drastically cut the amount of time for pulls to be completed and the payroll closing process is dramatically shortened.

9/11 Ticket Requests: Through the generosity of our Executive Board, TWU Local 556 has become a corporate sponsor of the National 9/11 Memorial and Museum, offering 250 tickets to the Museum to the Membership. Once announced, we will begin offering tickets on a limited, first come, first serve basis as supplies last. All this information will be tracked and accounted for on the Salesforce Platform.

Geopointe: In preparation for assisting our Members and mobilizing our workforce we have invested in Geopointe, which allows us to identify and locate our Members home addresses during mobilization and disaster situations. Situations where this would be beneficial include: predicting or mapping hurricane paths, locating members who are within a certain radius of an address of a particular event, California's wildfires, COPE events, organizing campaigns, etc.

While we hope to never have to use these functions, Geopointe allows TWU Local 556 to promptly respond to catastrophic events and plan for the future. We're now able to quickly provide our Members with additional information and resources to better serve them in a time of need.

MailChimp Integration - This integration was planned for immediate release at the same time as the Grievance product, but for technical reasons was delayed three weeks. We are now utilizing this product and its integrations with Salesforce.

Salesforce Backup: TWU Local 556 has instituted an additional backup system to ensure all Salesforce data is backed up nightly. While Salesforce conducts backups and ensures levels of service, having a backup system managed and controlled by TWU Local 556 will ensure rapid redeployment of any critical failures and recovery of any deleted or corrupted files.

Delayed Salesforce Deployments: A few minor projects from the original roadmap have been placed on hold for one of many reasons. These include:

- **Facebook Group Integration** - The original plan was to have this groups chats contained within Salesforce at release in January. However, it became clear that Salesforce and Facebook do not allow integration into private groups, only public ones. This issue was brought to the head of Social for all of Salesforce in November 2017 when we attended Salesforce's annual conference, but due to current limitations it remains unanswered at this time.
- **Member Survey Integration** - This was delayed because Salesforce began their own survey product which is slated for release later in 2018. Since Salesforce tends to have the best products that integrate with their own products, the recommendation/decision was to hold this aspect of our release plan until more is known of the Salesforce product before going with a third-party product.
- **Live Agent (Chat)** - This product was initially thought to be something releasable in a few weeks of the Grievance product. However, in an effort to not overwhelm the staff and provide time to

acclimate to the other changes occurring, the product was placed on hold for a few months. It is currently slated for full release before the end of April.

Additional Salesforce Deployment Plans: *As we continue to realize the power of the Salesforce platform, as well as observe new features being released, we continue to evolve the original blueprint for additional benefits/release. These items include:*

- **Macros** - *These will allow for additional optimization and allow the execution of complex tasks with the click of a button.*
- **Salesforce Knowledge** - *We have begun to use the knowledge feature of Salesforce in the communities, but continue to expand it into further use cases.*
- **Union Billing** - *We have begun to evaluate requirements for moving our dues system into Salesforce in Q1 2019. This system is complex and will take time for testing and deployment.*

Section IV – Other Projects

RingCentral: *Following the conversion of the Grievance Team to RingCentral in October 2017 for integration with Salesforce, an opportunity arose to transition the remainder of TWU Local 556. In mid-January, our phone numbers were successfully transferred to RingCentral. While a few lingering numbers prevented immediate shutdown of our on-premise phone system, it was ultimately decommissioned at the end of February 2018.*

In total, the RingCentral conversion has added, and will continue to add, additional flexibility in the operation of TWU Local 556. It will also begin to provide cost savings from our other system as we transition into our next fiscal year.

GSuite Conversion: *The entire office staff was successfully converted to the GSuite platform prior to the end of January 2018. They have benefited greatly from the numerous features, especially the integration with Salesforce.*

With the completion of the 2018-2021 Officer Elections, the conversion will continue to the new Executive Board in May and then ultimately Committee Chairs. The anticipated completion is the end of June 2018.

The Executive Board recognized Drew Kennedy and Erich Schwenk for their many hours of hard work and diligence to design the platform and integrate Salesforce into the operations of TWU Local 556, including a negotiated savings of more than \$168,000 annually.

Drew Kennedy was excused at 1120.

John Parrott made a **motion (33)** to create the Technical Services Committee. Brian "BR" Ricks **seconded** the motion.

Matt Hettich left the Meeting at 1129.

Cuyler Thompson made a **motion (33a)** to amend the motion by adding, “in order to implement and maintain the Salesforce platform for the TWU Local 556 operation.” John Parrott **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone
Michael Massoni

Away
Excused

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

Motion 33a **carried**.

The Executive Board voted by roll call on motion 33:

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

Motion 33 **carried**.

John Parrott made a **motion (34)** to appoint Drew Kennedy as the Technical Services Committee Chairperson. Brian "BR" Ricks **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Away
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian "BR" Ricks	Yea
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

John Parrott made a **motion (35)** to set the pay of the Technical Services Committee Chairperson at high line plus fifteen percent. Cuyler Thompson **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carried**.

Brian "BR" Ricks left the Meeting at 1143.

Cuyler Thompson made a **motion (36)** to increase the Office Staff Budget by \$9,000 to account for the newly created Technical Services Committee. John Parrott **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

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

The motion **carried**.

Matt Hettich continued to discuss the expenses of the upcoming Committee on Political Education (COPE) Conference.

Matt Hettich made a **motion (37)** to increase the COPE Budget by \$5,000. Jessica Parker **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carried**.

Pamila Forte-Oak submitted a proposal from Civil and Human Rights Committee (CHRC) Chairperson Lori Lochelt regarding the “Pride at Work” Triennial Conference.

Audrey Stone and Brett Nevarez returned to the Meeting at 1150.

Audrey Stone chaired the Meeting.

Pamila Forte-Oak made a **motion (38)** to increase the Civil and Human Rights Committee (CHRC) Budget by \$9,000. Sam Wilkins **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
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Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Away
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Audrey Stone updated the Executive Board regarding the Critical Incident Stress Management (CISM) Training that she and Brett Nevarez had just attended.

John Parrott made a **motion (39)** to excuse Brian "BR" Ricks from today’s PM Session of the Executive Board Meeting. Jimmy West **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Away
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Cuyler Thompson made a **motion (40)** to increase to Grievance Committee Budget by \$150,000. John Parrott **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused

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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian "BR" Ricks	Away
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

There was discussion regarding list of attendees at the upcoming TWU Working Women's Committee Meeting.

There was discussion regarding the fact that the current Executive Board was delivering a well-balanced 2017-2018 Fiscal Year Budget to the newly-elected 2018-2021 Executive Board.

There was discussion regarding the accommodations and trip pulls granted to President Elect Lyn Montgomery by the current administration to facilitate a smooth transition in Union Leadership.

The Executive Board discussed TWU Local 556 Committee Chairperson appointments.

The Executive Board discussed the measures taken by the current Executive Board, and opportunities provided to the newly-elected Executive Board, including TWU International's New Officer Training, to ensure that the new administration was positioned for success.

The Executive Board went to lunch at 1248 and reconvened at 1405.

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

Michael Massoni and Brian "BR" Ricks were excused for Union Business.

TWU Local 556 Scheduling Committee Chairperson Lisa Trafton, and Southwest Airlines Management Representatives Claire Taitte, Wayne Shaw and Brendan Conlon were guests at the Meeting to discuss the ongoing Satellite Base Test.

Those present viewed a Power Point presentation regarding the ongoing Satellite Base Test.

Claire Taitte presented copies of an updated Satellite Base Test Agreement for review.

The Southwest Airlines Management Representatives left the Meeting at 1504.

Jimmy West made a **motion (41)** to accept the proposed Satellite Base Test Extension. John DiPippa **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian "BR" Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Audrey Stone left the Meeting at 1508.

Brett Nevarez chaired the Meeting.

Lisa Trafton presented the **Scheduling Committee Report**. There was no written report submitted.

The Executive Board thanked Lisa Trafton for her work as Chairperson of the Scheduling Committee.

The Executive Board took a break at 1518 and reconvened at 1542.

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

Michael Massoni and Brian "BR" Ricks were excused for Union Business.

Rachel Brownfield submitted the **Shop Steward Committee Report** for Chairperson Mark Anthony Reyes:

During the month of March there was a total of 128 Fact-Finding Meetings as well as 58 Step Two Meetings. There was an increase of Delay of Flight Meetings totaling at 37, as well as an increase of Late to the Gate Meetings. Management continues to call in Flight Attendants for delays for getting food in between flights. Mark Anthony Reyes reports that we had an increase of callers on the monthly conference call and would like to thank President Elect Lyn Montgomery for being on the call.

Cuyler Thompson submitted the **April 2018 Executive Board Meeting Minutes** for review.

The Executive Board discussed the reported amount of approximately \$8,000 cost savings between January 1 and April 20, 2018, associated with the duplex rented to house Union Leaders when in Dallas for business.

Audrey Stone submitted one piece of correspondence from the National Officers of the Association of Professional Flight Attendants, representing the Flight Attendants at American Airlines, applauding the actions of the Crew of Southwest Airlines Flight #1380.

There was discussion regarding correspondence from TWU International regarding the Crew of Southwest Airlines Flight #1380.

Brett Nevarez, offered to provide photos in remembrance of fellow Southwest Airlines Flight Attendant, former Executive Board Member and TWU International COPE Director Gwen York to any Board Members who would like them.

The Executive Board took a break at 1600 and reconvened at 1700.

Executive Board Members Audrey Stone, Brett Nevarez, John Parrott, Cuyler Thompson, Sam Wilkins, Heather Kelly-Gray, Rachel Brownfield, Matt Hettich, Stacey Vavakas, Pamela Forte-Oak, Jimmy West, David Jackson, Jessica Parker, Brian "BR" Ricks, John DiPippa, and Donna Keith were present at the Meeting.

Michael Massoni and Brian "BR" Ricks were excused for Union Business.

Cuyler Thompson submitted the **April 2018 Executive Board Meeting Minutes, Synopsis, Attendance Report, and Voting Record and Vote Tally** for review.

The Executive Board made corrections and changes to the April 2018 Executive Board Meeting Minutes, Synopsis, Attendance Report, and Voting Record and Vote Tally.

Rachel Brownfield made a **motion (42)** to approve the April 2018 Executive Board Meeting Minutes as amended. Sam Wilkins **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamela Forte-Oak	Yea
Brian "BR" Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Rachel Brownfield made a **motion (43)** to approve the April 2018 Executive Board Meeting Synopsis as amended. Sam Wilkins **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Rachel Brownfield made a **motion (44)** to approve the April 2018 Executive Board Meeting Attendance Report as amended. Sam Wilkins **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Rachel Brownfield made a **motion (45)** to approve the April 2018 Executive Board Meeting Voting Record and Vote Tally as amended. Sam Wilkins **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Sam Wilkins made a **motion (46)** to adjourn. Heather Kelly-Gray **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Michael Massoni	Excused
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	Yea
Rachel Brownfield	Yea
Pamila Forte-Oak	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Audrey Stone adjourned the Meeting at 1753.

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 long horizontal stroke extending to the right.

Cuyler Thompson
TWU Local 556 Recording Secretary