

Capt. Bill Couette – VP, Administration/Secretary  
106<sup>th</sup> Regular Executive Board Meeting  
May 4, 2010  
“Pride in Our Pilots”

Good morning and welcome to the 106th Executive Board meeting.

I know that many of you have traveled long distances and sacrificed family time to be here today. This serves to remind all of us just how important our work is. And for that I thank you.

With the addition of two new pilot groups to our ranks over the past six months, our Association continues to affirm ALPA’s Unity Resolution, adopted at the 2000 Board of Directors Meeting to reach ALPA’s goal of representing all airline pilots in the U.S. and Canada.

I would like to welcome the pilots of ATI and North American into the ALPA family. I also want to congratulate the crewmembers of Compass on their dedicated work in setting up their newly formed MEC. I look forward to working with our new MECs, listening to their ideas, and harnessing the enthusiasm they bring to ALPA.

While ATI and North American added new members to our union, the bump in membership they brought was tempered by the loss of our Midwest pilots. These are true trade unionists who believe in our union, and our brothers and sisters at

AirTran signed an exclusive agreement with their management to hire these pilots. I am happy to report that 11 just started training.

Let's take a minute to review a few details of our membership statistics. ALPA now represents 38 airlines across the US and Canada. Membership stands at 52,716.

Currently 3,709 of our members are on furlough status with their companies. This is an increase of 326 furloughed members since we met last October, though 12 of our airlines are recalling furloughees.

If you reference the Membership Statistics handout at your table, you will see that the total number of Active pilots dropped by 1,022 members in the last six months. This decrease is due to 574 of our members moving from active status into other inactive member classifications, such as furlough, sick inactive, military leave, and personal leave. The remaining pilots either left the profession or went into bad standing.

Our members expect results when seeking assistance from their union. Whether they need Aeromedical advice, assistance with a safety issue, or something as simple as answering a question, one of the most important things we can do as a union is to fully understand and effectively respond to our members' needs and concerns.

At last October's Executive Board meeting, I talked about how I wanted to refine the way we service our membership - the foundation of our union. This morning, I would like to share with you some of our improvements.

I enacted a proactive program that dramatically reduced the number of pilots in bad standing over the last six months. The program offers a multi-faceted approach to improving customer service. This includes voting system updates, our call center representatives, and the maintenance of member data.

You experienced first hand the benefits of the new voting system when you voted this past December for the Wasaya MCF grant. You must have noticed it was easier to use. Logging on to the Members Only portion of the ALPA website to access voting has eliminated the need to establish separate voter credentials. The ballot alert icon that you used when logging into the Members Only area, along with the straightforward, user-friendly voting procedure, has helped to increase participation rates by well over 90%.

Membership call center representatives have been assigned additional duties including basic report review and account monitoring. These representatives now have the tools necessary to communicate membership issues to the MEC and to work with the members to bring their accounts back to good standing.

The representatives now receive reports that alert them when a payment is received for a member who has recently been expelled. This information provides an opportunity for the rep to contact the MEC and discuss how the MEC would like to proceed with member reinstatement.

Instead of a call center team of five individuals trying to juggle all of the membership calls and data verification for the entire Association, we have returned to the method of assigning airlines to these representatives.

Members once again have the benefit of speaking to a staff member dedicated to their airline. Your assigned call center staff member is familiar with your pilot group issues and will have built a relationship with your pilot group. To coincide with these changes, we made additional phone system enhancements that give us another layer of member service for ALPA pilots.

Bottom line, our level of service has increased. Our members have noticed this improvement and have expressed their appreciation.

We've also made progress on the way we verify our members' personal information. Last year, ALPA members made 19,000 changes to their mailing addresses, email addresses, and cell phone numbers. Maintaining accurate member data will save the union money and increase voter participation in pilot group elections.

I asked for the development of an automated process that will prompt members who log-in to the Members Only website to verify their personal information at least once a year. This will work as a reminder to our members to confirm the accuracy of their contact information. The anticipated launch date for this verification feature is early July. This will allow time for updates prior to the nomination ballot mailings for the Group II election cycle this fall. You will see information in the ALPA FastRead when the launch occurs.

Pilots will still be able to update their contact information in real time through the ALPA website anytime they want. However, changes to member data information – such as employee number, status, council – will be routed to the Membership Department for verification by the MEC or the company, depending on the changes.

Believe it or not, it's time to start preparing for the 2010 Board of Directors meeting. This year's BOD meeting will be held October 11th through 14th at the Westin Diplomat Hotel in Hollywood, Florida.

There are specific deadlines associated with BOD registration, so I'll go through the timeline. On June 4th, you will receive a letter with two forms. One form that must be completed for your members who will need guest rooms at the Westin Diplomat but are not members of the Board of Directors. These include non-

status reps, MEC committee chairmen, and guest members. All costs associated with these individuals are the responsibility of their respective MECs. The other form is to reserve a meeting room and/or a hospitality suite. These two forms must be returned by July 6th to ensure that we can accommodate your requirements.

You will be able to register online through the Members Only section of the website in the coming months. On August 2nd, BOD delegates will receive a mailing indicating how to register for the Board of Directors meeting. This mailing will also include a link to the delegates' manual. On August 9th, when the registration link goes live, non-delegates will receive a mailing with instructions on how to register.

Every member attending the BOD meeting must submit their own registration form by August 30th.

If your MEC is interested in submitting an agenda item for the BOD meeting, please make sure your request is submitted and postmarked by August 22nd because I'll send the BOD advance agenda on September 10th.

In addition to the timeline items, please think about seating during the Board of Directors meeting. MECs who want floor seating for MEC executive administrators and LEC officers who are not already seniority or status reps need

to inform me in writing with the names and positions at least 45 days prior to the BOD. If an official request is not made by the deadline, these individuals will be seated in the gallery area of the ballroom.

In regard to the EVP Election Groups, the final alignment will be prepared and distributed to all members of the Board of Directors, Executive Board and Executive Council September 1st. The delegate committee lists will be completed and mailed in June, so now is the time to think about your delegates with regard to our BOD strategic planning. You have the ability to reassign your delegates based on the coverage you want to have within the eight committees at the BOD.

Now, let me review the agenda items up for discussion at this Executive Board meeting.

The Career Security Protocol Committee, chaired by Captain Tom Crank of Alaska Airlines, was formed by Captain Prater at the direction of the Executive Board in May 2008. The Committee has reported to the Executive Council and the Executive Board on several occasions, and received input from BOD delegates at the October 2008 meeting. The result of the Committee's work is described in its Final Report, which will be considered by Delegate Committee 3.

Another agenda item for review by Committee 1 is about revising the policy on Executive Inactive members and their receipt of *Air Line Pilot* magazine. This

proposed policy change clarifies the policy to reflect today's member classifications, technology, and practice. The new language specifies the member classifications that receive the magazine in the mail.

Our Constitution and By-Laws state that Executive Inactive members shall not be on an active membership mailing list of the Association. However, for as many years as anyone on our staff can remember, EI classifications have been included in the mailing list.

The proposed policy change specifically adds language that will align our policy to our practice by allowing EI members to receive the magazine. MECs will be allowed to "opt out" of this policy. By opting out of this policy, your EI members will no longer receive the magazine. This portion of the new policy will require a change to the Constitution and By-Laws, which will require a BOD vote. As a side note, if you pass the changes to language, the Board of Directors will use the online system to cast their roll call votes. Familiarity with the voting system will be beneficial when we go to the Board of Directors and review our strategic plan since voting improvements was a goal for Delegate Committee 8.

In closing, let me say without a doubt, improving relations with our members by getting them the information they need, in a form they can use, and in a timely manner, is the most basic principle of good union business.

I truly believe ALPA is the world's best pilots' union. I'm proud of the fact that our union has the ability to pull together diverse pilot groups and come together as one. For nearly eight decades, this Association has remained strong and viable thanks to the resolve and commitment of our rank-and-file members. They are the building blocks of our union and I believe taking care of them is priority one.

I am certain that the improvements we've made in our day-to-day operations make our members feel more valued and better connected to their international union. After all, that's what being a union representative is all about: putting our pilots first.

With your help, we can continue to raise the standards, and at the same time be confident that we are truly making our chosen careers the best they can be.

Thank you.