



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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MARCH 2019 OFFICERS REPORTS

Report From:	President
Submitted Report:	
President's Report March 2019 • Lyn chaired the February Executive Board Meeting. • February 18, Lyn met with Management to preview the new CrewHub application. In attendance at the meeting was Senior Director Crew Support Wayne Shaw, Senior Manager Inflight Mobility and Strategy, Manager of Inflight Automation Angela Walker and for TWU 556 Grievance Chairperson Gayle Middleton, Negotiator Denny Sebesta, and Negotiator Joe Skotnik. Management presented a beta demo of the CrewHub feature with a check- in capability. During this meeting, we set up a demonstration of the app and airwatch feature for the Executive Board during this March's Executive Board Meeting. The release of the CrewHub app with a check- in function was announced in an IIOTG on February 19, 2019. There is no written agreement amongst the Union and the Company to allow a deviation from the Collective Bargaining Agreement. The Union filed a grievance asking Management to negotiate in good faith and to eradicate any and all harm that will be caused by the use of the CrewHub's check-in app. The Union is already receiving reports from those harmed. Lyn published an update to the Membership on March 6. • On February 20, Lyn addressed the Committee Chairpersons in attendance at the TWU Local 556 Committee Chairpersons workshop. A first of its kind training for Local 556, Chairpersons were instructed on their roles, duties, and obligations. They were educated on report writing, branding, communications, working with the Executive Board, strategic planning and more. It was a highly successful event. Lyn wants to thank Keyander Early, and Latonia Benoit for organizing the event and to 1st Vice President Chad Kleibscheidel presenting information on communications and branding. for A special thanks also goes out to Drew Kennedy for his work establishing the reporting database in Salesforce and for training the chairs on adding the reports to Salesforce. • On February 20, Lyn attended the monthly grievance meeting with Labor Relations. In attendance was Director of Labor Relations Tammy Shaffer, Manager of Labor Relations Brianna Grant and for the Union Grievance Chairperson Gayle Middleton and Grievance Team Consultant Marcy Vineyard. With a smaller number of representatives, this monthly meeting generated a more productive environment. Lyn wants to thank Gayle Middleton for her work. • Lyn addressed the sudden changes to how Management will apply	

intermittent FMLA. She updated the Membership immediately via video message. She consulted with legal counsel and the grievance team leaders. This new application will be harmful to those who need to care for sick family members or suffer from chronic illness. A grievance has been filed to help all affected.

- On February 26- 28, Lyn led the negotiations sessions with Management. For more information see the negotiations update.
- On February 21, Lyn, 1st Vice President Grievance Chairperson Gayle Middleton, Grievance Team Consultant Mary Vineyard met with the top leadership of Labor Relations, General Counsel and Inflight, Vice President of Labor Relations Russell McCrady, Vice President of Inflight Operations Sonya LaCore and Managing Director Deputy Counsel Juan Suarez. During this meeting discussion concerned
 - the deterioration of Labor Relations for 556 and all Unions on the property. Lyn discussed the effects of Labor-Management Relationships at Southwest for all Unions. She addressed concerns about safety and confirmed that Local 556 supports AMFA. Lyn stated that the current treatment of AMFA leaders and Members is counterintuitive to a healthy safety culture. It also sets a dark tone with other Unions.
 - Concerns about not getting the information required to process grievances and the continued struggle with standard information requests for grievance research.
 - Communication from Management is not acceptable. The Union is not an afterthought and needs to be informed sooner than a few hours before an inflight on the go is published
 - Recent concerns were the changes to the FMLA and LODO.
 - Issues with Management's requirement to mandate how the Union files its grievances per Article 19.1 and 19.2. The parties agreed to keep things status quo until the matter can be discussed in negotiations.
 - Lyn and Gayle mentioned that they were both encouraged with the tone of the Labor Relations meeting with Tammy Shaffer at the February 20 meeting.
 - Management is committed to communicating more effectively. (however, shortly after this meeting, an IIOTG was released requesting Flight Attendants promote the Southwest Credit Card.)
- Lyn continues to keep the Membership abreast of recent events and happenings using different forms of communication, including email updates and videos. She thanks Communication Chairpersons Chad Kleibschedel and Charla Miller for their work at all hours to get needed information disseminated.
- Lyn has stayed in constant contact with AMFA leadership during their current plight. Lyn thanks Charla Miller for nurturing positive

relationships with AMFA leaders.

- **Lyn worked with Parliamentarian Kay Crews who has made recommendations for the board by offering standing rules which will aid in more productive meetings. The standing rules will be presented to the board for approval.**

- **On March 1, Lyn called a Special Meeting of the Executive Board. Matters before the board.**

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- **Letter of Agreement to permit new March Hawaii pairings be released at set time**
 - **Issues with the Management's application of California Leave ordinances**
 - **Resolution in support of AMFA**

- **On March 1, Lyn participated in a one hour long conference call with the National Inflight Sexual Misconduct Task Force. The first meeting is scheduled in Washington, DC on April 10, 2019. Lyn will provide information to the committee on Flight Attendant reporting and current practices. Lyn wants to thank the work of 556 Members who have brought this matter to the limelight including Jessica Parker. TWU International President John Samuelson congratulated Lyn on this appointment and asked her to speak on behalf of all TWU Flight Attendants while serving on this committee. Lyn reached out to TWU leaders at Allegiant, Jet Blue and Flight Service Internationals for input as well as other national Flight Attendant unions.**

- **On March 4, Lyn attended the LODO meeting with LODO Subcommittee Members LaShaye Hutchinson, and Egda Avila. Management leaders present were Claire Taitte, Kevin Clark, Brendan Conlon. For more information see LODO report**

- **On March 8, 2019, Lyn attended the Satellite Base Test Meeting. For more information see the Satellite Base Report.**

Report From:	Vice President - 1
Submitted Report:	
First Vice President, Chad Kleibschedel, has had briefing meetings or telephone calls with the President to remain updated on critical items that could affect our Membership. He has also been kept informed and aware of the day to day proceedings of Union matters and has given opinion, direction, and counsel to the president when solicited. At the direction of the President as her designee, he has assisted in telephone calls, responding to emails, and other correspondence to other Departments and the Membership. Chad also monitors and reacts accordingly to TWU 556 NOC events and multiple daily Inflight Scheduling Shift briefings. He was present and attended the entire Executive Board meeting in February. Attended and participated in the Committee workshop. Worked with Grievance staff, office staff, attended Step 2 meetings, assisted in research and case building. Attended meetings with the president and Management. Answered to Members phone calls, issues, emails, and other concerns. Responded to emails for the Executive Board. Worked with Committees for planning/development.	

Report From:	BMAL
Submitted Report:	
On February 5th and 6th, I worked in the Local Office assisting LaTonia with Local duties. On February 11th I attended the New Hire Dinner. On February 12th & 13th I attended the Executive Board Meeting. I also attended the New Hire Dinner on February 12th. On February 14th I was honored to participate in a day of Service in remembrance of our Sister, Gwen York. I worked at the Local on February 19th & 20th assisting with MOB/ORG. Kay Hogan	

Report From:	BMAL
Submitted Report:	
Eric Weis attend executive boards on 11-13 Feb 2019. Eric Weis also Attended The TWU International Veterans Committee Meeting held in Miami on 25-27 Feb 2019. The Veterans Committee continues to lobby and write local politicians for the betterment of all Veterans throughout this Nation. We are seeking better insurance benefits for Veterans and their families. We are also fighting to make sure that employee benefits are fair across the board to Families that have families members serving acting duty. The Veterans Committee is also seeking solutions to homeless vets on local, state, and a federal level. Eric Weis also participated in a special executive board meeting via conference call on 1 Mar 19.	

Report From:	BMAL
Submitted Report:	
Officer Report for March 2019 — Charla Miller Board Member At Large • Assisted the Flight Attendant Drug and Alcohol Program (FADAP) Chairpersons as the FADAP Liaison. • Coordinated TWU Local 556 participation, and attended, the Association of Professional Flight Attendants (APFA) informational picket at their American Airlines’ leadership summit. Continued ongoing relations with APFA, with our Unions supporting and assisting one another. • Worked on publications as Communications Committee Co-Chairperson. It was a very busy month for publications and managing social media. • Assisted Members via phone calls, face to face, emails, texts, and messages. • Worked with our AMFA Mechanics and Officers to stay updated and informed on the ongoing changes with their Company-imposed “State of Operational Emergency.” AMFA assisted with publications. • Participated in a webinar with the National Association of Parliamentarians. • Hosted a Board Member At Large lounge mobilization for the Dallas Base.	

Report From:	BMAL
Submitted Report:	
<u>Officer Report March 2019 E.B.</u> <u>Gayle Ross Middleton: Board Member at Large</u> • Gayle continued her work as Grievance Chair for TWU Local 556. • February 1, 2019 a Grievance Leaders Strategic Planning session was held. • February 5, 2019 met with Second V.P. LaTonia Paul-Benoit and Board Member at Large Kay Hogan to discuss the TWU 556 Chat App. • February 6, 2019 Gayle and Brandon Hillhouse met with the Scheduling Department Leaders. • February 8, 2019 Gayle attended a Step 2 meeting and participated in a FMLA conference call. • February 12 & 13, 2019 attended the TWU 556 Executive Board meeting and New Hire dinner. • February 18, 2019 held a Base Operations conference call with Rachel Loudermilk and LaTonia Paul-Benoit & attended a Crew Hub meeting with Lyn Montgomery. • February 20, 2019: The monthly grievance meeting with Labor Relations was held, Marcy Vinyard and President Lyn Montgomery joined me at this month's meeting • February 21, 2019 meeting with Sonya Lacore, Russel McCrady, and Juan Suarez. I attended with Lyn Montgomery, Chad Kleibscheidel and Marcy Vinyard. • It is Gayle's continued honor to serve the Membership as a Board Member at Large and Grievance Chairperson.	

Report From:	DEBM - ATL
Submitted Report:	
Pamila attended the Executive Board Meeting February 11-13 in Dallas. Pamila attended the Atlanta NTF Meet and Greet hosted by Shop Steward and NTF Leader Eric McCulley. The meeting was facilitated by NTF Coordinator Travis Bruce. Pamila would like to thank NTF Agents and Shop Stewards LaKenya Johnson, Karla Braxton, Vonda Henry, Courtney Uche, and Amy Davis for attending the meeting. Pamila updated the Union Glass Case for Black History Month. Pamila and Recording Secretary KeyAnder Early attended the Georgia AFL-CIO Legislative training on February 27. Pamila attended the Georgia AFL-CIO Labor Lobby Day at the Georgia State Capitol on February 28. Pamila attended the Special Meeting Executive Board Conference call on March 1. Pamila and Houston Domicile Executive Board Member David Jackson worked on proposals for the upcoming 2019 Executive Board Strategic Planning Retreat. Pamila attended two Lounge Mobilizations, tidied the Union Red-Rack and stuffed mailboxes with Union literature. Pamila attended a meeting with Assistant Base Manager Brian Coulter to discuss issues in the Atlanta Base. Pamila continues to answer calls, text messages and emails from Members.	

Report From:	DEBM - BWI
Submitted Report:	
<u>Baltimore DEBM Officer Report</u> Attended New-Hire Union dinner February 11 -12 Attended Executive Board meeting in Dallas February 12 - 13 Volunteered in the honor of Gwen York at Trusted World on February 14 Represented the Shop Steward Committee at the Committee Chair Workshop at Union Office February 19 - 21 Attended the NTF event on February 27 Special Executive Board Conference call meeting on March 1 Updated Union Glass Case March 7th • Posted reminder of upcoming membership meeting dates • Posted Women's History Month Poster • Posted point reduction plan Lounge Mobilization on the options and differences of leaves available for Baltimore Flight Attendants • March 18th • March 19th Baltimore Grievance for the month February • Fact Finding Meetings - 22 • Step #2 Meetings - 9 (Baltimore is still having an issue with Delay of Flight 8 of the 22 FF Mtg)	

Report From:	DEBM - DAL
Submitted Report:	
March DAL DEBM report: Kristie attended APFA rally at Hyatt Regency downtown DAL. She sat emergency officer on call and helped assist with the crew on flight #2169. She addressed issues with the customer hospitality program and flight attendants receiving discipline. Kristie continues to do fact finding meetings with the majority regarding delay of flight and late to gate. She updated glass case in lounge . She attended the conference call and March board meetings. She is planning a lounge mob for spring TBD. Charla Miller hosted a lounge mob on March 6th. In addition she continues to update her Dallas Union Connection page with all union and base information.	

Report From:	DEBM - DEN
Submitted Report:	
Jessica attended the Executive Board Meeting in Dallas February 12-13. Jessica participated in a volunteer event in honor of Gwen York at the Trusted World Sorting Center in Garland, TX on February 14. Jessica attended the Denver NTF Meet and Greet at NTF Leader and Shop Steward Aubrey Kamp's home on February 19. Jessica would like to thank Aubrey for opening her home for this event as well as thank the NTF Agents who attended including Andrew Bustamante, Christopher DeBoer, Courtney Stone, and Jamie Simpson. Jessica would also like to thank NTF Coordinator Susan Johnson for traveling in for the Meet and Greet and all of her hard work with the NTF. Jessica participated in the Executive Board Conference Call on March 1. Jessica served as an observer for an arbitration on March 5-6. Jessica served as Emergency Officer on Call March 4-10. Jessica remains in contact with Denver Inflight Leadership on issues specific to the Denver Base. Jessica has returned Members' calls, texts, emails, and Facebook messages. Jessica has updated the Union Glass Case with current material and tidied the Union Red Rack.	

Report From:	DEBM - HOU
Submitted Report:	
David attended the Executive Board Meeting on February 12-13. On February 14 in honor of Gwen York, David along with several other Executive Board Members volunteered at the Trusted World Sorting Center. David conducted several Fact-Finding and Step Two Meetings during the month of February. David also spent several days in the lounge during the month answering Member's questions. On March 1 David participated in an Executive Board Conference Call. During the month he sent an E-Connection and an email to the Houston Shop Stewards. David remained in constant contact with the Executive Board and Inflight leadership.	

Report From:	DEBM - LAS
Submitted Report:	
Rachel reports that she attended the February 2019 Executive Board Meeting. She spent time in the Las Vegas Lounge and spent time answering questions and assisting Members. Rachel represented Members in Mandatory Meetings with Management. Rachel continued to schedule shadow meetings for newly elected Shop Stewards.. Rachel reports that Fact-Finding Meetings in Las Vegas are increasing in frequency for issues including allegations of being late to the gate or not having all required items. The Las Vegas Base is also seeing an increase in Meetings due to Termination Level Points and Crew Conflict reports.	

Report From:	DEBM - LAX
Submitted Report:	
Trish had a very busy month in February. Trish did 3 fact finding meetings, and hosted two Lounge Mobs. Trish also met with Susan Johnson, and NTF squad leaders for a meet and greet. Trish also attended a Diversity and Inclusion meeting with base management and LAX station leaders. Trish wrote two E-connect communications, and moderated the LAX Union Connection Facebook group. Trish posted on the facebook group celebrating black history month. Trish answered many member inquiries, phone calls, and texts. Trish also worked with the legal staff regarding the lawsuit for OAK/LAX sick leave ordinance, and attended a special EB conference call. Trish spent time following up on fact finding meetings, and also attended several short meetings with base management to discuss base issues and member concerns. Trish updated the Union Glass Case, and distributed the member dues increase notification letter. Trish shopped and re-filled the baskets with snacks in the lounge. Trish worked with management to determine cost of participating in the LAX GPP. Trish published an informational flyer regarding the LSCK application and information for the LAX flight attendants. Trish wishes to thank Shop Steward Rebecca Hofstetter for her contributions and help compiling the flyer. Trish planned up coming Lounge Mobs and Workshops for April. Trish also flew a pairing. Trish wishes to thank the LAX shop stewards for their dedication and assistance with the lounge workshops. Trish is looking forward to the first membership meeting for the LAX base and hopes many of the members will attend. As always, it is an honor serving the needs of the LAX based Flight Attendants.	

Report From:	DEBM - MCO
Submitted Report:	
Jimmy reported that Fact-Finding Meetings have overall declined, there seems to be an increase in meetings due to passenger complaint letters. Jimmy reported that he attended a meet and greet on February 15, 2019 with the Orlando Negotiations Task Force Agents. Jimmy reported he is still receiving phone calls from Orlando regarding the employee parking drop off and pick up location changes. Jimmy encourages all Orlando flight attendant's to take the survey that was sent out from GOAA. Jimmy has met with Management to discuss various topics affecting the Orlando base.	

Report From:	DEBM - MDW
Submitted Report:	
Chicago Base Report March 2019 Donna reports the number of Fact-Finding and Step 2 Meetings in the Chicago Base continue steadily for various reasons; including but not limited to delay of flight, late to gate, attendance points, no shows, FTRs, and Employee write ups. Donna has had conversations with Management during the month to discuss issues and concerns of Flight Attendants. Donna has been working with Chicago Base Management and Civil and Human Rights chair Pamila Forte and co-chair Heather Kelly-Grey to assist in fundraising efforts for the 2019 Chicago Gay Pride Parade. Donna spent time in the Chicago Lounge speaking with Flight Attendants. Donna represented Flight Attendants in Fact-Finding and Step 2 Meetings throughout the month. Donna has been in communication with Shop Stewards, Grievance Staff, and Executive Board Members regarding issues in the Chicago Base and Fact-Finding Meetings. Donna attended the Executive Board Meeting in February and participated in the Executive Board conference call on March 1. Donna was the Emergency Officer on call the week of February 18-24. Donna has been available and in communication with the Chicago Members via phone, email, and text. All publications have been distributed, the red rack tidied, and the glass case has been updated.	

Report From:	DEBM - OAK
Submitted Report:	
Josh attended the February session of Executive Boards. On February 14th, Josh attended a day of service in honor of Gwen York at Trusted. The day of service was held at Trusted World in Garland, Texas. Josh would like to thank all that attended and especially Denver DEBM, Jessica Parker for organizing. On February 21st, Josh attended a rally in downtown Oakland with Matt Hettich and Sam Wilkins in support of Oakland Teachers. On February 19 and March 5, Josh help Base Orientations for New Hire Flight Attendants. Josh would like to thank Shop Steward Julie Sadowski for assisting. Josh held conference calls for Oakland Shop Stewards on February 15 and March 1. Josh would like to thank all that called in. On March 8, Josh and Shop Stewards Angie Kilbourne, Annmaire Mota, Sam Wilkins, and Matt Hettich volunteered at the Alameda County Community Food Bank. Special thanks goes to Angie Kilbourne, who flew down and back from her home in Seattle on a vacation day to volunteer. Josh hopes to hold these volunteer events again and would like to encourage Members to attend. Josh would like to thank all Flight Attendants who have shared their opinions and struggles with the heavy influx of New Hires every month and lack of lines to bid. Josh realizes this is serious problem for Oakland Flight Attendants and will continue to work with the Executive Board and Negotiating Team to implement a solution.	

Report From:	DEBM - PHX
Submitted Report:	
• Attended NTF Meet & Greet • Did 4 Fact-Finding Meetings since the February Board Meeting • Attended February Board Meeting • Reviewed Grievances and wrote Base Report for March Board Meeting • Was in the lounge a couple of times between the February and March Executive Board Meetings • Was on an Executive Board Conference Call on March 1 • Have been in constant contact with the Membership via phone calls, emails, Facebook, and face to face interactions • Wants to thank Board Member at Large Sean Cooley for being in his lounge this month to inform Members of a few matters while John was out on a trip.	