



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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Executive Board Meeting
April 16-18, 2019
Minutes

TUESDAY
April 16, 2019

CALL TO ORDER: Lyn Montgomery called the Meeting to order at 0904.

GUEST: Parliamentarian Al Gage and TWU International Vice President Gary Peterson

TWU MEMBERSHIP PLEDGE: Chad Kleibscheidel

PLEDGE OF ALLEGIANCE: Executive Board Members

Jimmy West made a **motion (1)** to excuse John Parrott from the entire April Executive Board Meeting for personal reasons. Rachel Brownfield **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	CHAIR	Forte (ATL)	YEA
Kleibscheidel, 1 st VP	YEA	D. West (BWI)	YEA
Paul Benoit, 2 nd VP	YEA	Scarbrough (DAL)	YEA
Parrott, Financial Sec.	AWAY	Parker (DEN)	YEA
Early, Recording Sec.	YEA	Jackson (HOU)	YEA
Cooley - BMAL	ABSTAIN	Brownfield (LAS)	YEA
Hogan - BMAL	YEA	Damstra (LAX)	YEA
Huskey - BMAL	NAY	J. West (MCO)	YEA
Miller- BMAL	YEA	Keith (MDW)	YEA
Ross Middleton - BMAL	NAY	Rosenberg (OAK)	YEA
Weis - BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

AM ROLL CALL: TWU Local 556 Executive Board Members Lyn Montgomery, Chad Kleibscheidel, LaTonia Paul Benoit, KeyAnder Early, Sean Cooley, Kay Hogan, Chantil Huskey, Charla Miller, Gayle Ross Middleton, Eric Weis, Pamela Forte, Damion West, Kristie Scarbrough, Jessica Parker, David Jackson, Rachel Brownfield, Trish Damstra, Jimmy West, Donna Keith, Josh Rosenberg, and John DiPippa were present at the Meeting. John Parrott was excused.

CORRESPONDENCE:

- None

The Executive Board discussed Social Media concerns.

*The Executive Board took a break at 1100
Lyn Montgomery called the Meeting to order at 1120*

Pamila Forte made a **motion (2)** to review the confidentiality agreement with TWU International present due to confidential information being posted on social media. Rachel Brownfield **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	CHAIR	Forte (ATL)	YEA
Kleibscheidel, 1 st VP	YEA	D. West (BWI)	YEA
Paul Benoit, 2 nd VP	YEA	Scarborough (DAL)	YEA
Parrott, Financial Sec.	EXCUSED	Parker (DEN)	YEA
Early, Recording Sec.	YEA	Jackson (HOU)	YEA
Cooley - BMAL	YEA	Brownfield (LAS)	YEA
Hogan - BMAL	YEA	Damstra (LAX)	YEA
Huskey - BMAL	YEA	J. West (MCO)	YEA
Miller- BMAL	YEA	Keith (MDW)	YEA
Ross Middleton - BMAL	YEA	Rosenberg (OAK)	YEA
Weis - BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

Executive Session: The Executive Board entered executive session with guests.

Executive Session 1118-1317

TWU International Vice President Gary Peterson addressed the Executive Board regarding confidentiality, social media, and working together.

*The Executive Board went to lunch at 1325
Lyn Montgomery called the Meeting to order at 1445*

PM ROLL CALL: TWU Local 556 Executive Board Members Lyn Montgomery, Chad Kleibscheidel, LaTonia Paul Benoit, KeyAnder Early, Sean Cooley, Kay Hogan, Chantil Huskey, Charla Miller, Gayle Ross Middleton, Eric Weis, Pamila Forte, Damion West, Kristie Scarborough, Jessica Parker, David Jackson, Rachel Brownfield, Trish Damstra, Jimmy West, Donna Keith, Josh Rosenberg, and John DiPippa were present at the Meeting. John Parrott was excused.

OFFICERS' REPORTS: *(All written reports that were submitted are attached.)*

Lyn Montgomery submitted the **President's Report** for review.

Kristie Scarbrough made a **motion (3)** to appoint Marcy Vinyard as the discipline coordinator of the Grievance Team per the recommendation of the President. Chad Kleibscheidel **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	CHAIR	Forte (ATL)	YEA
Kleibscheidel, 1 st VP	YEA	D. West (BWI)	YEA
Paul Benoit, 2 nd VP	YEA	Scarbrough (DAL)	YEA
Parrott, Financial Sec.	EXCUSED	Parker (DEN)	YEA
Early, Recording Sec.	YEA	Jackson (HOU)	YEA
Cooley - BMAL	YEA	Brownfield (LAS)	YEA
Hogan - BMAL	YEA	Damstra (LAX)	YEA
Huskey - BMAL	YEA	J. West (MCO)	YEA
Miller- BMAL	YEA	Keith (MDW)	YEA
Ross Middleton - BMAL	YEA	Rosenberg (OAK)	YEA
Weis - BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

OFFICERS' REPORTS: Cont'd. *(All written reports that were submitted are attached.)*

Chad Kleibscheidel submitted the **1st Vice President Report** for review.

LaTonia Paul Benoit submitted the **2nd Vice President Report** for review.

KeyAnder Early submitted the **Recording Secretary Report** for review.

Sean Cooley submitted the **Board Member at Large Report** for review.

Kay Hogan submitted the **Board Member at Large Report** for review.

Charla Miller submitted the **Board Member at Large Report** for review.

Gayle Ross Middleton submitted the **Board Member at Large Report** for review.

Eric Weis submitted the **Board Member at Large Report** for review.

Pamila Forte (ATL) submitted the **Atlanta Base Report** for review.

Damion West (BWI) submitted the **Baltimore Base Report** for review.

Donna Keith (MDW) submitted the **Chicago Base Report** for review.

Kristie Scarbrough (DAL) submitted the **Dallas Base Report** for review.

Jessica Parker (DEN) submitted the **Denver Base Report** for review.

David Jackson (HOU) submitted the **Houston Base Report** for review.

Rachel Brownfield (LAS) submitted the **Las Vegas Base Report** for review.

Trish Damstra (LAX) submitted the **Los Angeles Base Report** for review.

Jimmy West (MCO) submitted the **Orlando Base Report** for review.

Josh Rosenberg (OAK) submitted the **Oakland Base Report** for review. The Executive Board agreed by consensus to support AB 1748.

John DiPippa (PHX) submitted the **Phoenix Base Report** for review.

STANDING COMMITTEE REPORTS: *(All written reports that were submitted are attached.)*

LaTonia Paul Benoit submitted the **COPE Committee Report**.

Alexander Ricker submitted the **Scheduling Committee Report** for review.

Michael Massoni submitted the **Safety Committee Report** for review.

Kurtis Beggs submitted the **Professional Standard Report** for review.
 Lisa Happer submitted the **Uniform Committee Report** for review.
 Chad Kleibscheidel submitted the **Communications Committee Report** for review.
 Chantil Huskey submitted the **Mobilization/Organization Committee Report** for review.
 Pamila Forte submitted the **Civil and Human Rights Committee (CHRC)** for review.
 Damion West submitted the **Shop Steward Committee Report** for review.

SPECIAL COMMITTEE REPORTS: *(All written reports that were submitted are attached.)*

Natalie Salser submitted the **Flight Attendant Drug and Alcohol Program (FADAP) Report** for review.
 Joe Skotnik submitted the **New Hire Committee Report** for review.
 Jessica Parker submitted the **Scholarship Committee Report** for review.
 VeAnne Reeder submitted the **Survey Committee Report** for review.
 Drew Kennedy submitted the **Technical Services Committee Report** for review.
 Chris Sullivan submitted the **Veterans Committee Report** for review.
 Jessica Parker submitted the **Women's Issues, Service, and Education (WISE) Committee Report** for review.

KeyAnder Early made a **motion (4)** that officer and committee reports that are not submitted by noon central the day prior to the start of the Executive Board Meeting, must be presented to the Executive Board during the Executive Board Meeting. Jessica Parker **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	CHAIR	Forte (ATL)	YEA
Kleibscheidel, 1 st VP	YEA	D. West (BWI)	YEA
Paul Benoit, 2 nd VP	YEA	Scarbrough (DAL)	YEA
Parrott, Financial Sec.	EXCUSED	Parker (DEN)	YEA
Early, Recording Sec.	YEA	Jackson (HOU)	YEA
Cooley - BMAL	YEA	Brownfield (LAS)	YEA
Hogan - BMAL	YEA	Damstra (LAX)	YEA
Huskey - BMAL	YEA	J. West (MCO)	YEA
Miller- BMAL	YEA	Keith (MDW)	YEA
Ross Middleton - BMAL	YEA	Rosenberg (OAK)	YEA
Weis - BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

*The Executive Board took a break at 1555
 Lyn Montgomery called the Meeting to order at 1600*

GRIEVANCES:

Guest Grievance Team Member Lauren Childs entered the Meeting at 1600 and left the Meeting at 1642. The Grievant entered the meeting via conference call.

Grievance Case:

Josh Rosenberg made a **motion (5)** to proceed with the grievance case. Chad Kleibscheidel **seconded** the motion. The motion **carries**.

Grievance Case:

Josh Rosenberg made a **motion (6)** to proceed with the grievance case. Rachel Brownfield **seconded** the motion. The motion **carries**.

First Quarter 2019 Executive Board Flying Report

NAME	DATE	PAIRING
Jimmy West	January 28, 2019	FABV
Damion West	March 22, 2019	BB4M
Gayle Ross Middleton	Excused Per Motion 7	
Jessica Parker	March 20, 2019	CAVH
Josh Rosenberg	March 27, 2019	OS1K
Pamila Forte	March 16, 2019	AS1J
John Parrott	February 22, 2019	DS9I
David Jackson	March 31, 2019	HS21
John DiPippa	March 22, 2019	PARB
Eric Weis	January 2, 2019	MA4E
Chad Kleibscheidel	March 29, 2019	MS36
KeyAnder Early	March 16, 2019	AS1I
Chantil Huskey	January 30, 2019	BS6G
Kay Hogan	March 18, 2019	DS4K
Lyn Montgomery	March 6, 2019	DS2K
Charla Miller	Excused Per Motion 8	
Sean Cooley	February 5, 2019	CAAG
Kristie Scarbrough	March 20, 2019	DS1V

Rachel Brownfield	February 28, 2019	LS3Z
LaTonia Benoit	March 29, 2019	HS2T
Trish Damstra	February 23, 2019	OS1V
Donna Keith	March 25, 2019	MS2L

Kay Hogan made a **motion (7)** to excuse Gayle Ross Middleton from 2019 First Quarterly flying requirement due to personal reasons. Eric Weis **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	CHAIR	Forte (ATL)	NAY
Kleibschedel, 1 st VP	YEA	D. West (BWI)	NAY
Paul Benoit, 2 nd VP	YEA	Scarbrough (DAL)	YEA
Parrott, Financial Sec.	EXCUSED	Parker (DEN)	NAY
Early, Recording Sec.	NAY	Jackson (HOU)	YEA
Cooley - BMAL	YEA	Brownfield (LAS)	NAY
Hogan - BMAL	YEA	Damstra (LAX)	YEA
Huskey - BMAL	YEA	J. West (MCO)	NAY
Miller- BMAL	YEA	Keith (MDW)	NAY
Ross Middleton - BMAL	ABSTAIN	Rosenberg (OAK)	NAY
Weis - BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

Sean Cooley made a **motion (8)** to excuse Charla Miller from First Quarter 2019 Quarterly flying due to personal reasons. Eric Weis **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	CHAIR	Forte (ATL)	YEA
Kleibschedel, 1 st VP	YEA	D. West (BWI)	YEA
Paul Benoit, 2 nd VP	YEA	Scarbrough (DAL)	YEA
Parrott, Financial Sec.	EXCUSED	Parker (DEN)	NAY
Early, Recording Sec.	YEA	Jackson (HOU)	YEA
Cooley - BMAL	YEA	Brownfield (LAS)	NAY
Hogan - BMAL	YEA	Damstra (LAX)	YEA
Huskey - BMAL	YEA	J. West (MCO)	NAY
Miller- BMAL	ABSTAIN	Keith (MDW)	NAY
Ross Middleton - BMAL	YEA	Rosenberg (OAK)	NAY
Weis - BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

Damion West made a **motion (9)** to recess at 6:00 p.m. today April 16th. Jessica Parker **seconded** the motion. The Executive Board voted by a show of hands. The motion **fails**.

Lyn Montgomery Recessed the Meeting at 1725

WEDNESDAY

April 17, 2019

CALL TO ORDER: Lyn Montgomery called the Meeting to order at 0903.

GUEST: Parliamentarian Al Gage

AM ROLL CALL: TWU Local 556 Executive Board Members Lyn Montgomery, Chad Kleibschedel, LaTonia Paul Benoit, KeyAnder Early, Sean Cooley, Kay Hogan, Chantil Huskey, Charla Miller, Gayle Ross Middleton, Eric Weis, Pamila Forte, Damion West, Kristie Scarbrough, Jessica Parker, David Jackson, Rachel Brownfield, Trish Damstra, Jimmy West, Donna Keith, Josh Rosenberg, and John DiPippa were present at the Meeting. John Parrott was excused.

MOMENT OF SILENCE: Flight #1380

Executive Session: The Executive Board entered executive session with guest.

Executive Session 0906-0927

GRIEVANCES:

Guest Grievance Team Member Brandon Hillhouse and Marcy Vinyard entered the Meeting at 0935 and left the Meeting at 1230.

Revisit Case:

Chantil Huskey made a **motion (10)** to not proceed with the case based on new information. Kay Hogan **seconded** the motion. The Executive Board voted by a show of hands. The motion **carries**.

Grievance case:

John DiPippa made a **motion (11)** to not proceed with the grievance case. Gayle Ross Middleton **seconded** the motion. The motion **carries**.

Grievance case:

Eric Weis made a **motion (12)** to not proceed with the grievance case. Sean Cooley **seconded** the motion. The motion **carries**.

Gayle Ross Middleton presented the **Grievance Review Committee Report**.

Grievance Review Committee Recommendations:

Chad Kleibschedel made a **motion (13)** to proceed per the recommendation of Grievance Review Committee. Trish Damstra **seconded** the motion. The motion **carries**.

LaTonia Paul Benoit made a **motion (14)** to not proceed per the recommendation of Grievance Review Committee on the cases. Sean Cooley **seconded** the motion. The motion **carries**.

Grievance case:

(Guest: John Moore. Grievant met via conference call)

Kristie Scarbrough made a **motion (15)** to proceed with the grievance case. Jimmy West **seconded** the motion. The motion **fails**.

David Jackson made a **motion (16)** to not proceed with the grievance case. Eric Weis **seconded** the motion. The motion **carries**.

Grievance case:

David Jackson made a **motion (17)** to not proceed with the grievance case. Eric Weis **seconded** the motion. The motion **carries**.

Grievance case:

(Grievant was in-person.)

Josh Rosenberg made a **motion (18)** to proceed with the grievance case. Kristie Scarbrough **seconded** the motion. The motion **carries**.

Grievance case:

Chad Kleibscheidel made a **motion (19)** to proceed with the grievance case. Eric Weis **seconded** the motion. The motion **carries**.

Gayle Ross Middleton submitted the **Grievance Report** for review and it is attached.

*The Executive Board went to lunch at 1250
Lyn Montgomery called the Meeting to order at 1420*

PM ROLL CALL: TWU Local 556 Executive Board Members Lyn Montgomery, Chad Kleibscheidel, LaTonia Paul Benoit, KeyAnder Early, Sean Cooley, Kay Hogan, Chantil Huskey, Charla Miller, Gayle Ross Middleton, Eric Weis, Pamila Forte, Damion West, Kristie Scarbrough, Jessica Parker, David Jackson, Rachel Brownfield, Trish Damstra, Jimmy West, Donna Keith, Josh Rosenberg, and John DiPippa were present at the Meeting. John Parrott was excused.

GRIEVANCES:

Guest Grievance Team Member Brandon Hillhouse and Marcy Vinyard entered the Meeting at 1425 and left the Meeting at 1550.

Grievance case:

(Guest: Lauren Childs. Grievant met via conference call.)

Josh Rosenberg made a **motion (20)** to proceed with the grievance case. Chantil Huskey **seconded** the motion. The motion **carries**.

Grievance case:

(Guest: Tye Shirley. Grievant met via conference call.)

David Jackson made a **motion (21)** to not proceed with the grievance case. Eric Weis **seconded** the motion. The motion **carries**.

*The Executive Board took a break at 1600
Lyn Montgomery called the Meeting to order at 1625*

UNFINISHED BUSINESS:

- Board Strategic Plan Proposal: Pamila Forte and David Jackson presented information regarding strategic planning. Strategic planning will be May 15-17, 2019 at the Maritime Conference Center.
- Letter of Agreement regarding Offline Deadheading: The Executive Board reached a general consensus to sign the agreement with Southwest Airlines.

NEW BUSINESS:

- Committee Work: Eric Weis will prepare a statement to address the TWU International Veterans Committee Report statement for the May meeting.
- Oakland New Hires/Vacancies:

Josh Rosenberg made a **motion (22)** that the Executive Board create an ad-hoc committee consisting of Josh Rosenberg, Brandon Hillhouse, Xander Ricker and Joe Skotnik who will be tasked with researching issues and solutions concerning where New Hires are assigned out of training, what trips they are given, and how it impacts current Flight Attendants in those bases. Rachel Brownfield **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	CHAIR	Forte (ATL)	YEA
Kleibschedel, 1 st VP	YEA	D. West (BWI)	YEA
Paul Benoit, 2 nd VP	YEA	Scarborough (DAL)	YEA
Parrott, Financial Sec.	EXCUSED	Parker (DEN)	YEA
Early, Recording Sec.	YEA	Jackson (HOU)	YEA
Cooley - BMAL	YEA	Brownfield (LAS)	YEA
Hogan - BMAL	YEA	Damstra (LAX)	YEA
Huskey - BMAL	YEA	J. West (MCO)	YEA
Miller- BMAL	YEA	Keith (MDW)	YEA
Ross Middleton - BMAL	YEA	Rosenberg (OAK)	YEA
Weis - BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

- First Choice Loan Services: The Executive Board reviewed the materials received. No action was taken.

Lyn Montgomery Recessed the Meeting at 1815

THURSDAY
April 18, 2019

CALL TO ORDER: Lyn Montgomery called the Meeting to order at 0902.

GUEST: Parliamentarian Al Gage

AM ROLL CALL: TWU Local 556 Executive Board Members Lyn Montgomery, Chad Kleibschedel, LaTonia Paul Benoit, KeyAnder Early, Sean Cooley, Kay Hogan, Chantil Huskey, Charla Miller, Gayle Ross Middleton, Eric Weis, Pamela Forte, Damion West, Kristie Scarbrough, Jessica Parker, David Jackson, Rachel Brownfield, Trish Damstra, Jimmy West, Donna Keith, Josh Rosenberg, and John DiPippa were present at the Meeting. John Parrott was excused.

MINUTES:

KeyAnder Early presented the **March 2019 Executive Board Meeting Minutes** for review. The minutes were approved as amended by consensus.

KeyAnder Early presented the **March 2019 Executive Board Meeting Voting Record and Tally** for review. The voting record and tally was approved as amended by consensus.

KeyAnder Early presented the **March 2019 Executive Board Meeting Attendance Report** for review. The report was approved as presented by consensus.

KeyAnder Early presented the **March 2019 Executive Board Conference Call Meeting Minutes** for review. The minutes were approved as amended by consensus.

KeyAnder Early presented the **March 2019 Executive Board Conference Call Meeting Voting Record and Tally** for review. The voting record and tally was approved as amended by consensus.

KeyAnder Early presented the **March 2019 Executive Board Conference Call Meeting Attendance Report** for review. The report was approved as presented by consensus.

NEW BUSINESS: cont'd

- Union pay when not cleared to fly:

Jessica Parker made a **motion (23)** that in order for any member to be pulled and/or paid to do union work on behalf of TWU Local 556, they must be in compliance with the same physical requirements as all active Flight Attendants. Rachel Brownfield **seconded** the motion.

****The Chair ruled the motion out of order****

The Chair believes this motion would handicap the Local and feels it could violate EEOC as well. The motion requires something beyond our constitution and bylaws. Could also violate the opportunity to give away trips. This motion exceeds and goes above.

Jessica Parker made a **motion (24)** to appeal from the decision of the chair regarding motion 23. Rachel Brownfield **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	CHAIR	Forte (ATL)	NAY
Kleibschedel, 1 st VP	YEA	D. West (BWI)	NAY
Paul Benoit, 2 nd VP	YEA	Scarbrough (DAL)	YEA
Parrott, Financial Sec.	EXCUSED	Parker (DEN)	NAY
Early, Recording Sec.	NAY	Jackson (HOU)	NAY
Cooley - BMAL	YEA	Brownfield (LAS)	NAY
Hogan - BMAL	YEA	Damstra (LAX)	YEA
Huskey - BMAL	YEA	J. West (MCO)	NAY
Miller- BMAL	YEA	Keith (MDW)	NAY
Ross Middleton - BMAL	YEA	Rosenberg (OAK)	NAY
Weis - BMAL	YEA	DiPippa (PHX)	NAY

(Those in favor of sustaining the decision of the chair voted YEA. Those in favor of reversing the decision of the chair voted NAY.)

The motion **fails** and the decision of the chair was upheld.

Kristie Scarbrough served as Secretary Pro-term for the remainder of the Executive Board Meeting.

The Executive Board took a break at 1100

Lyn Montgomery called the Meeting to order at 1120

Trish Damstra made a **motion (25)** to refer to a committee that consists of LaTonia Paul Benoit, Kay Hogan and Chad Kleibschedel, who will consult with legal counsel, to address the issues of injury or illness policies, affecting members being pulled or paid while performing union duties. Eric Weis **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	CHAIR	Forte (ATL)	YEA
Kleibschedel, 1 st VP	YEA	D. West (BWI)	YEA
Paul Benoit, 2 nd VP	YEA	Scarbrough (DAL)	YEA
Parrott, Financial Sec.	EXCUSED	Parker (DEN)	NAY
Early, Recording Sec.	AWAY	Jackson (HOU)	NAY
Cooley - BMAL	YEA	Brownfield (LAS)	NAY
Hogan - BMAL	YEA	Damstra (LAX)	YEA
Huskey - BMAL	YEA	J. West (MCO)	NAY
Miller- BMAL	YEA	Keith (MDW)	NAY

Ross Middleton - BMAL	YEA	Rosenberg (OAK)	YEA
Weis - BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

Josh Rosenberg made a **motion (26)** that any Facebook group administered or operated by an official of TWU Local 556 for the purposes of discussing or distributing information about TWU Local 556 or Southwest Airlines, be held to the same standard as the official TWU Local 556 Facebook group in terms of communication style and admitting members. Chad Kleibschedel **seconded** the motion.

Kristie Scarbrough made a **motion (26a)** to refer this to a committee consisting of Kristie Scarbrough and two other members to report back at the June Executive Board Meeting. Trish Damstra **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	CHAIR	Forte (ATL)	NAY
Kleibschedel, 1 st VP	YEA	D. West (BWI)	YEA
Paul Benoit, 2 nd VP	YEA	Scarbrough (DAL)	YEA
Parrott, Financial Sec.	EXCUSED	Parker (DEN)	NAY
Early, Recording Sec.	AWAY	Jackson (HOU)	NAY
Cooley - BMAL	YEA	Brownfield (LAS)	NAY
Hogan - BMAL	YEA	Damstra (LAX)	YEA
Huskey - BMAL	YEA	J. West (MCO)	NAY
Miller- BMAL	YEA	Keith (MDW)	NAY
Ross Middleton - BMAL	YEA	Rosenberg (OAK)	NAY
Weis - BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

The Executive Board agreed by consensus to add Josh Rosenberg to the committee with Kristie Scarbrough regarding motion 26a.

Trish Damstra made a **motion (26b)** that Charla Miller be appointed to the committee. Eric Weis **seconded** the motion. The Executive Board voted by hand on the motion on the floor. The motion **carries**.

The Executive Board reviewed a proposal submitted by Pride at Work Member Jim Volpe.

Rachel Brownfield made a **motion (27)** that TWU Local 556 member Jim Volpe be paid by the TWU Local 556 COPE budget for hotel costs and lost time in the total of \$1,346.88 for the Pride at Work strategic meeting. Jessica Parker **seconded** the motion.

John DiPippa made a **motion (27a)** to insert after budget “CHRC budget equally”. LaTonia Paul Benoit **seconded** the motion.

Chantil Huskey made a **motion (28)** to adjourn. Gayle Ross Middleton **seconded** the motion. The Executive Board voted by hand on the motion on the floor. The motion **carries**.

Lyn Montgomery Adjourned the Meeting at 1307

To the best of my knowledge, these Minutes are an accurate account of these proceedings. All Officer and Committee reports submitted are attached.

A handwritten signature in cursive script that reads "KeyAnder B. Early".

KeyAnder Early
TWU Local 556 Recording Secretary



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APRIL 2019 OFFICERS REPORTS

Report From:	President
Submitted Report:	
President's Report April 2019 • On March 10, 2019, Lyn was notified by Management that Southwest Airlines was investigating the Ethiopian Airlines Crash of flight ET 302. Lyn stayed in contact with TWU Local 556 Safety Team and worked with Communications to update the Facebook page to notify Members of this tragic event. Lyn sends her condolences and prayers to the friends and families of the victims. • On March 11, 2019, Lyn sent a letter to CEO Gary Kelly asking him to make a swift decision to ensure the safety of all Flight Attendants even if it meant grounding the 737 MAX 8. Lyn and the Safety Team continued to monitor the investigation into the Ethiopian Airlines 737 MAX 8 accident. Lyn consulted with TWU International President John Samuelsen about the safety of the aircraft. Lyn wants to thank President Samuelsen for his tireless work lobbying for Flight Attendant's and customer's safety by demanding the aircraft be grounded until the cause of the Ethiopian Crash was evident. • Lyn discussed with Management the need for Flight Attendants to have options other than calling in sick if she/he felt anxious about flying the MAX 8. Lyn negotiated the ability for Flight Attendants to take a leave if needed. • On March 11, 2019, Lyn and Board Member at Large Gayle Middleton attended a meeting with Senior Director Base Operations Mike Sims and Senior Business Consultant Employee Insight Jamie Dotson to Preview YAMMER. YAMMER is a program modeled after Facebook that Management is testing to communicate with Flight Attendants. Currently, LODO, FAST and LINK can join. Management wants to provide a more modern way of communicating with Flight Attendants. Yammer was selected as an alternative to Facebook. The legal team at Southwest would not permit the use of Facebook to conduct Company business. • On March 13, 2019, Lyn chaired the morning session of the March Executive Board meeting. She left the meeting on March 13 with 1st Vice President and Media Consultant Chad Kleibscheidel to make statements to the press concerning the MAX 8. TWU Local 556 was featured in several national news articles and television news. • On March 14, 2019, Lyn chaired the morning session of the March Executive Board Meeting. Lyn left the afternoon session to attend a meeting requested by Mike VanDeVen. Safety Chairperson Michael Massoni attended with her. During the meeting, Management	

discussed the 737 MAX 8. The Membership was updated via email communication.

- On March 18- March 20, Lyn chaired the Chicago, Baltimore, Orlando and Atlanta Membership Meetings. Lyn wants to thank all who attended.
- On March 26-28, Lyn led the ninth session of bargaining. For more information and the latest update, please see <https://twu556.org/negotiations/>.
- On March 29, Lyn met with National President APFA Lori Bassani. Lyn is appreciative of the relationship with Lori and APFA.
- Lyn discussed her appointment by Secretary Elaine L. Chao to the Department of Transportation's National In-Flight Misconduct Task Force, a subcommittee of the Aviation Consumer Protection Advisory Committee (ACPAC) with Sonya Lacore. The Task Force will review and evaluate current practices, protocols, and requirements of U.S. airlines in responding to and reporting allegations by passengers of sexual misconduct on board commercial aircraft. It will also provide recommendations on best practices relating to training, reporting, and data collection regarding incidents of sexual misconduct by passengers onboard commercial aircraft. The task force will submit its recommendations to the ACPAC. Sonya is consulting with Airlines for America (A4A) on In-Flight Sexual Misconduct. A4A is represented on the task force by Sharon Pinkerton Senior Vice President, Legislative and Regulatory Policy for Airlines for America. A4A is an American trade association and lobbying group based in Washington, D.C. that represents the largest airlines. Lyn stressed the importance of curing the needs of Flight Attendants who have been victims of Sexual Misconduct while flying here at Southwest Airlines. Lyn recommended that Flight Attendants be part of the problem-solving process. Lyn and Sonya both recognized the need for them to work together on this issue to be able to share firsthand information. As a result, she invited Lyn to be a part of the focus group that she created in connection with the Flight Attendant Strategy Team (FAST). This focus group will work to identify the best procedures for all Flight Attendants that experience sexual misconduct and/or physical abuse onboard or on an overnight. Lyn believes Sonya is committed to making positive changes. Lyn also reached out to John Chaussee Southwest Senior Director of Safety and Security who has been a pleasure to work with both for Southwest issues and the National Task Force.
- On April 2, a meeting to combat Sexual Misconduct on board was held with Management. Lyn, 2nd Vice President LaTonia Benoit, Board Member at Large and Grievance Chairperson Gayle Middleton, Atlanta Domicile Executive Board Member Pamela Forte, Denver Domicile Executive Jessica Parker, and Grievance Team Leave Specialist Ann Claire Crawford were present for the Union. The attorney representing TWU Local 556 was Ed

Cloutman. The meeting was productive, Vice President of In-Flight Services Sonya Lacore and other Southwest leaders brought the Union up to speed on steps Management has taken thus far. Lyn wants to thank all the Union advocates working on this venture. The work overlaps several committees, Grievance, Civil and Human Rights, WISE, CISM, and the office of the President. Lyn wants to recognize the CISM Chairperson Eileen Rodriguez for her input and advocacy as well. A special thanks go to those Flight Attendants who were willing to come forward and share personal stories. These strong women are survivors of Sexual Assault while flying and Lyn commends them for their bravery. On April 9, Lyn conferenced and prepared with National In-Flight Sexual Misconduct Task Force members in preparation for the first meeting on April 10 at the Department of Transportation Headquarters in Washington, DC. On April 10, she attended the first official meeting where she gave two formal presentations. Lyn is honored to be the representative for labor and flight attendants of the US.

- **Mike Van De Ven invited the Union Presidents and safety persons to attend a meeting concerning the Max 8 situation. Safety Chairperson Michael Massoni attended with Lyn. Mike updated the Union Leaders on the situation.**
 - **The planes are all being flown for storage in Victorville.**
 - **Recertification may be required.**
 - **Management will ensure the plane is safe before reinstating them.**
 - **Southwest leadership is working with Boeing closely.**
 - **A software update will be installed once received from Boeing.**
 - **Update on the incident with the MAX 8 during a repositioning flight.**
 - **Mike has committed to meeting with the Union Presidents to keep open lines of communication.**

This has been a significant and difficult time for the airline and Flight Attendants with the impact of the Max 8 grounding. Lyn wants to recognize the dedication of Michael Massoni, Jannah Dalak and Michelle Moore of the TWU Local 556 Safety Team, CISM committee members and Chairperson Eileen Rodriguez, Grievance Chairperson Gayle Middleton, members of the Grievance Team, Xander Ricker Chairperson of the Scheduling Committee and committee members and 1st Vice President and Communications Chairperson Chad Kleibscheidel, and Board Member at Large, Communications Chairperson Charla Miller.

- **Thanks to Dallas Flight Attendant Meg Cook and Baltimore based Flight Attendant Carolyn Jainarayan for attending the TWU International Future Leaders Meeting on April 3.**
- **Lyn worked with the Satellite Base Committee in consultation with the Negotiating Committee to continue to negotiate improvements to the agreement. The Negotiating Committee published a survey on Satellite Bases to hear directly from Members. The survey was**

bifurcated to deliver results from both those based in Satellite Bases and regular bases.

Lyn appreciates the input received daily from TWU Local 556 Members concerning all suggestions and desires for the next contract. She takes all suggestions seriously and all are reviewed by the entire Negotiating Committee.

Lyn is honored to represent the Members of TWU Local 556 each day and thanks the Membership for their support.

Report From:	Recording Secretary
Submitted Report:	
• I look forward to continuing to see everyone as we wrap up the first round of membership meetings next week.	

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. Assisted in all communications regarding the grounding of the 737 MAX 8. Along with 2nd Vice President, they hosted the TWU Ohio/Michigan State Conference in March. He was present and attended the entire Executive Board Meeting session in March. Worked in the office with Grievance staff, office staff, assisted in research and case building. Attended meetings with the president and Management. Answered to Members phone calls, issues, emails, and other concerns. Attended the first four sessions of the Membership Meetings and worked in the office during the other first sessions. Responded to emails for the Executive Board. He worked on the California Kin Care lawsuit. Worked with Committees for planning/development and worked extensively on Communications.	

Report From:	Vice President - 2
Submitted Report:	
2nd Vice President Report March 18 traveled to Dallas March 19-22 worked in the office March 25-27 Meeting with Andrew Rangolan - TWU International State Conference Director Attended TWU Ohio/Michigan State Conference Meeting Meeting with 1st Vice President Chad Kleibschedel Attended Harris County Central Labor Council Meeting and Elections March 29-30 Quarterly Flying 2 Day H52E April 1 - traveled to Dallas April 2-4 Sexual Assault Meeting with Management Attendance: President Lyn Montgomery Denver DEBM and W.I.S.E. Chairperson Jessica Parker Atlanta DEBM and Civil & Human Rights Chairperson Pam Forte BMAL and Grievance Chair Gayle Middleton Worker's Comp. Specialist Ann Claire April 5 Texas Afl-Cio Working Women Meeting Via Conference Call Worked in The Office April 9-10 Chaired The Denver Membership Meeting Chaired The Houston Membership Meeting April 11 TWU Working Women CoChairs Meeting via Conference Call	

Report From:	BMAL
Submitted Report:	
<u>Officer Report April 2019 E.B.</u> <u>Gayle Ross Middleton: Board Member at Large</u> • Gayle continued her work as Grievance Chairperson for TWU Local 556. • March 8, 2019 meeting with Rachel Loudermilk. • March 11, 2019 meeting with Lyn Montgomery, Mike Sims, and Jamie Dotson. • March 12-14, 2019 attended the TWU 556 Executive Board meeting. • March 22, 2019: The monthly grievance meeting with Labor Relations was held via conference call. Gayle Middleton and Brandon Hillhouse met with Tammy Shaffer and Briana Grant. • Attended several Step Two meetings. • It is Gayle's continued honor to serve the Membership as a Board Member at Large and Grievance Chairperson.	

Report From:	BMAL
Submitted Report:	
Sean Cooley: Attended Executive Boards March 12-14 Attended Membership Meeting in Denver on April 9 Lounge mobilization in Denver on April 10 Received calls, texts, and emails from members	

Report From:	BMAL
Submitted Report:	
Kay Hogan: On March 5 -7 I conducted Lounge MOB's in LAX, OAK & LAS. March 12 - 14 I attended the Executive Board Meetings. March 18 - 19 I flew Pairing DS4K. March 21st I attended the MCO Membership Meeting and conducted a short Lounge MOB updating FA's about the MCO Membership Meeting discussions. On March 25th I attended the New Hire Talk with Joe Skotnik and I attended the New Hire Dinner. On March 27 - 28 I attended an NTF meeting with Susan Johnson and Chantil Huskey. As a new appointee to the NTF Coordinators Team, I was able to be brought up to speed on the work the NTF Coordinators had done prior to my being brought on board as well as discussing ideas for future mobilizations for our NTF Leaders and Agents. We concluded by providing all information to the NT.	

Report From:	BMAL
Submitted Report:	
Officer Report for April 2019 — Charla Miller Board Member at Large • Assisted the Flight Attendant Drug and Alcohol (FADAP) Chairpersons Natalie Salser and Tom Spillers as Executive Board Liaison by creating a communication piece for April Alcohol Awareness Month. I would like to take this opportunity to thank Natalie and Tom and all the TWU Local 556 Flight Attendants that serve on our incredible FADAP Team. The assistance they give to our Flight Attendants, our families, and our Crew Member peers provide help and hope to all of the lives they touch. Thank you Team, from the bottom of my heart, for your service! The Confidential TWU Local 556 FADAP Help Line is available every day, 24/7. They can be reached at (214) 640-4307. • Assisted New Hire Chairperson Joe Skotnik with Union participation and pictures of our Flight Attendants graduating. Congratulations, Class 409 and Class 410! • Coordinated TWU Local 556 participation in the upcoming TWU Local 514 informational picket, in support of their continued fight for a contract with American Airlines. The Transport Workers Union and International Association of Machinists are rallying together for aircraft safety and educating the public on outsourcing. • Worked on various publications, media, and projects as Communications Chairperson alongside Communications Chairperson Chad Kleibscheidel. • Continued with ongoing opportunities to assist our Members via phone calls, texts, face to face meetings, emails, messages, and projects. Thank you for the honor of your faith and trust in allowing me to serve you. It truly is an honor.	

Report From:	BMAL
Submitted Report:	
• BMAL Eric Weis did a lounge Mob in Mdw 7 Mar 19 • BMAL Eric Weis did a lounge Mob in Atl 8 Mar 19 • BMAL Eric Weis attended Executive Board Meetings in Dallas 11-14 Mar 19 • BMAL Eric Weis attended Mdw Membership Meeting 19 Mar 19 • BMAL Eric Weis did a lounge Mob in Mdw 20 Mar 19	

Report From:	DEBM - ATL
Submitted Report:	
Pamila attended the Executive Board Meeting March 12-14. Pamila attended the Diversity and Inclusion round table at the Atlanta base, facilitated by Atlanta Assistant Base Manager Brian Coulter. Pamila attended the AFL-CIO Southern District Meeting with Recording Secretary KeyAnder Early. Baltimore Domicile Executive Board Member Damion West, and Baltimore Shop Steward O'sha Stegal. Pamila had discussions with the Atlanta Base Leadership about ongoing issues around the base. Pamila updated the glass case for Sexual Awareness Month. Pamila would like to thank CISM Team Member Trishunna Ayers and Shop Steward Mel Powe-Tuzan for working the Sexual Assault Awareness Lounge Mobilization in Atlanta. Pamila continues to answer text messages, phone calls, and emails from Members.	

Report From:	DEBM - BWI
Submitted Report:	
<u>Baltimore DEBM March/April Officer Report</u> Officer Duties • Attended New-Hire Union Dinner March 11 & 12 • Attended Executive Board Meeting in Dallas March 11 - 14 • Attended the Baltimore Membership Meeting March 20 • Emergency Officer on Call (EEOC) March 18 - 24 • Officer Quarterly Flying Requirement - March 22 Pairing BB4M • Attended AFL-CIO District Meeting in Atlanta April 4 - 5 Classes I Attended at the meeting 1. Communicating About Labor in 2019 2. Workforce Issues and Stronger Unions 3. Holding the 116th Congress Accountable Base Duties • Updated Union Glass Case April 1 • Posted reminder of upcoming membership meeting dates • Updated April Sexual Assault Awareness Month poster • Posted point reduction plan • Posted hotel safety poster Lounge Mobilization • Point Reduction Plan/ Leave Options for Baltimore F/A March 19 - 21 & April 1 (Tentatively Planning another April 25) • Sexual Assault Awareness Month April 8 • BWI Health and Safety Fair April 10 1. Human Trafficking 2. Sexual Assault Awareness 3. Hotel Safety 4. 2Hot2Cold 5. General Union and Base questions Monthly BWI Management Meeting April 2 • Upcoming BWI Base Events/Coordinating Schedules • Flight Attendant/Base Concerns Baltimore Grievance for the month March • Fact Finding Meetings - 15 • Step #2 Meetings - 8 <i>(Baltimore is still having an issue with Delay of Flight 5 FF Mtg)</i>	

Report From:	DEBM - DAL
Submitted Report:	
Kristie held a point reduction/ awareness lounge mobilization with shop steward Joy Bassinger. They passed out point reduction information and directed flight attendants on how to keep track of points. Kristie also had a lunch meeting with base manager Tammi Feuling. They discussed issues about parking and the City of Dallas not willing to provide us with a discounted rate for the garage. They addressed challenges and confusion with the elevator code. Also they reviewed protocol for ff meetings and periodic IEFB syncing issues in the lounge . Kristie communicated this meeting highlights on Union Connection and in Econnect. Kristie trained shop steward Lucy Evans for fact finding meetings and salesforce. She also updated the glass case with The Sexual Awareness poster and provided snacks and swag for the Sexual Awareness lounge mobilization . This was hosted by shop steward Jessi Zimmerman and CISM member Lisa Wilks. Kristie sat in with the Grievance Review Committee on 4/15. She attended the monthly board meeting. And she will attend the membership meeting for DAL on 4/26 at the union office. She continues to update daily on Union Connection with all base and union related news.	

Report From:	DEBM - DEN
Submitted Report:	
Jessica served on the Grievance Review Committee (GRC) On March 11. Jessica attended the Executive Board Meeting March 12-14. Jessica represented Members in Fact-Finding Meetings in March and April. Jessica met with Denver Inflight Leadership on March 27 and again on April 3 to discuss issues specific to the Denver Base. Jessica and Shop Steward Courtney Davis conducted a Points Education Lounge Mobilization on April 5. Jessica would like to thank Courtney for her work educating the Membership on changes in how Intermittent FMLA will now affect points roll off and record improvement, and encouraging Members to check on their point status regularly. Jessica would also like to thank Domicile Executive Board Members (DEBMs) Damion West, Rachel Brownfield, and Josh Rosenberg for their work creating the educational material and resources provided in the Points Education Lounge Mobilization. Jessica attended the Denver session of the Membership Meeting on April 9 and would like to thank 1st Vice President LaTonia Benoit, Recording Secretary KeyAnder Early, and Negotiating Team Member LaShaye Hutchinson for a productive and informative Meeting. Jessica remained in contact with Denver Inflight Leadership regarding the winter storm on April 9 and updated Denver Flight Attendants, the Executive Board, and Office Staff on the operational impact of the storm. Jessica has answered Members' phone calls, texts, and emails.	

Report From:	DEBM - HOU
Submitted Report:	
David reports he attended the Executive Board Meeting March 12-14. David conducted a Lounge Mobilization on points, record improvement and the new FMLA procedures. He also attended the Houston Membership Meeting on April 10. David had several meetings with Houston Management during March and the beginning of April. He conducted several Fact Finding and Step Two Meetings. The glass case and the red rack were updated.	

Report From:	DEBM - LAS
Submitted Report:	
Rachel attended the Executive Board Meeting in March. Rachel worked with the Education Committee Chairperson Amanda Gauger to create the Attendance Points Pop Quiz. Oakland DEBM Josh Rosenbeg assisted on the project. Baltimore DEBM Damion West created the Point Reduction Plan Cards to assist with the Lounge Mobilizations. Rachel would like to thank all the DEBMs for participating in the lounges. Rachel would also like to thank TWU Local 556 Grievance Team Member and Leave Specialist Ann Claire Crawford for writing the document also used in the Lounge Mobilizations regarding the changes Southwest Airlines Management made to the FMLA practices. Rachel spent time in the Lounge with Shop Steward Danielle Merson educating Members about Article 32 Attendance Policy. Rachel attended the Las Vegas Membership Meeting on April 8 and the Negotiating Task Force meet and greet on April 9 along with Board Members at Large Kay Hogan and Chantil Huskey along with Las Vegas Shop Stewards to discuss Mobilization efforts in support of the Negotiating Team. Rachel tidied the Union Red Rack and met with Las Vegas Base Leadership to discuss issues in the Base. Rachel represented members in meetings with Management. Rachel reviewed the Grievances to prepare for the monthly Executive Board Meeting.	

Report From:	DEBM - LAX
Submitted Report:	
Trish had another busy month in LAX! Trish planned four educational workshops for the LAX base. Trish hosted two BMAL guests Kay Hogan, and Chantil Huskey at a Membership Call to Action Lounge Mob, and an Informational workshop, All About the Membership. Trish was very excited about the membership participation in these events. Trish wrote a welcome letter and put together a base orientation packet for new members transferring into LAX. Trish wrote an E-connect, and planned future workshops for May. Trish attended two fact finding meetings, and answered many member inquiries via phone calls and emails. Trish attended a meeting with management to discuss base issues, and obtaining a full size union glass case. Trish organized, and printed materials for all up coming lounge workshops. Trish attended the Chase Credit Card presentation in the lounge, to ensure all flight attendants were aware of our CBA guidelines concerning soliciting customers for the credit card. Trish moderated and interacted with members on the LAX Union Connection Facebook Group. Trish attended the March EB session, and assisted in answering phones for the grievance staff. Trish wishes to thank shop stewards, Patrick Condon, and Mark Torrez for hosting/co-hosting lounge workshops. Trish also wishes to thank BMAL's Kay Hogan and Chantil Huskey for their time visiting LAX, and their valuable contributions to the members based there.	

Report From:	DEBM - MCO
Submitted Report:	
Jimmy reported that Fact-Finding Meetings remain consistent with previous months. Jimmy reported that the meetings consist of delay of flight and late to gate, however, passenger complaint letters have increased. Jimmy reported that he attended the Orlando Membership Meeting on March 19, 2019. Jimmy reported that he has been added to the Come Out With Pride Parade Committee and met with the Committee on March 29, 2019. The Committee discussed various options for floats and designs along with items to be handed out on the parade route. The parade will take place on Saturday, October 12, 2019. Jimmy reported that he attended the Town Hall hosted for the first time by the Orlando In-flight Office on April 11, 2019. Jimmy reported that he held lounge mobilizations encouraging flight attendant's to inquire about their point totals and upcoming roll-off. Jimmy has met with Orlando Base Management to discuss topics that affect the Orlando Base.	

Report From:	DEBM - MDW
Submitted Report:	
Donna reports during the month of March 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 several times during the month to discuss issues and concerns of Flight Attendants. Donna spent time in the Chicago Lounge speaking with Flight Attendants about the importance of checking their points level and the contents of their employee files. 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 March. Donna was the Emergency Officer on call the weeks of March 11-17 and March 25-31. On March 28, Donna and Shop Steward Brendon Remezas attended the hearing in Chicago concerning the expansion of the Divvy bike service. The proposal has since passed and the expansion of services has been approved. 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 reports that Fact Findings have been relatively low. He is happy to report that new Shop Stewards are having the opportunity to shadow seasoned Shop Stewards as schedules permit. Josh would like to thank all Oakland Shop Stewards for their continued work for our Members. Josh assisted in creating the Attendance Points pop quiz and points reduction card for use in the lounge with our Members to encourage them to stay aware of their point total, and to seek help from the Union if needed. On April 1 and 2, Josh attended the California Labor Federation's Joint Legislative Conference in Sacramento with Shop Steward Samantha Wilkins and California State Chair Person Matt Hettich. Keynote speakers at the conference were, Association of Flight Attendants President Sara Nelson and Presidential Candidate Kamala Harris. We had the opportunity to speak with Sara Nelson during the conference about local issues and how they affect Flight Attendants. We also lobbied with other TWU Members about safety within the transit industry and working to include Flight Attendants under the California Family Rights Act (CFRA). Assembly Member Rob Bonta, working with Matt Hettich and Sam Wilkins, introduced AB 1748 which would reduce the amount of hours to include Flight Attendants under the CFRA. Josh would like to thank Matt and Sam for all their hard work on this issue. Josh held Base Orientations for new hires on March 19 and April 3. He would like to thank everyone that showed up and all the Flight Attendants that were so gracious and welcoming towards New Hires. On April 6, Josh attended the Labor Notes Troublemakers School in Berkeley with Shop Stewards Heather Kelly-Gray and Julie Sadowski. Areas of focus were organizing contract campaigns, growing future leaders, and growing Union power while fighting anti Union and "right to work" laws.	

Report From:	DEBM - PHX
Submitted Report:	
• Did 1 Fact-Finding Meeting since the March Board Meeting • Attended April Board Meeting • Reviewed Grievances and wrote Base Report for April Board Meeting • Was in the lounge a couple of times between the March and April Executive Board Meetings • Hung up Sexual Assault and Harassment poster • Attended a MX Appreciation Day • Met with Meggan inquiring if we could get food deals like MDW has especially since the City Council now removed a restriction on airport food pricing. • Met with Meggan to see if any further information about parking planes in D Gates after D Security is closed. • Sent an email to Airport Parking Manger about T4 Rooftop Restrictions and forwarded response to base • Helped a Member with a Supplemental Insurance situation • Responded to a Member about Dues Increase and how voted on • Spoke with a Member at length about Ops Sync • Wrote an E-Connection for March • Have been in constant contact with the Membership via phone calls, emails, Facebook, and face to face interactions • Wants to thank Shop Stewards Cindy Harris and Ray Presnall for doing lounge mobs about points. • Wants to thank Shop Steward Lynn Eckert for doing a Lounge Mob about Sexual Assault and Harassment • Wants to thank Beki Marino and Cathy Woodall (73876) for setting up Maintenance Appreciation Day and allowing the Union to participate • Wants to commend DEN DEBM Jessica Parker for her great work as WISE Committee Chair • Wants to thank Shop Steward Committee for starting monthly mobilizations about hot topics	



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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APRIL 2019 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
Heather continues to assist with organizing TWU Local 556 participation in the 2019 Pride Parades. Heather is contacting Base Leadership to ensure that CHRC is assisting each Base reach their goals. Heather attended a Labor Notes Conference on April 6th in Berkeley, CA. The conference highlighted ways that organizing and unity are a critical force that impact real change in the workplace. Heather attended two breakout sessions discussing sexual harassment and assault in the workplace and race in labor. The breakout sessions were informative and educational. Heather looks forward to bringing new tools back to the CHRC and the TWU Local 556 Membership.	

Report From:	Communications
Submitted Report:	
Worked on multiple projects and publications involving multiple Committees and bases, worked with the Negotiations Task Force (NTF), and NT; both in specific distribution groups (ie. E-Connections, Safety, Health, NOC Events, Shop Steward Committee, LODO, and Satellite Bases), and in system-wide communications. Assisted Committees on idea/project developments. Continued branding guideline for use on all Union publications. Answered Membership emails/Phone calls, if not applicable to COM they were forwarded to the appropriate Committee(s). Management of TWU Local 556 social media outlets Membership communications via email blasts, Facebook, Twitter, posters, and preparation for uploading onto the Website and App Continued planning updates to the Website to forward to Technical Services Monitored all news and events regarding Southwest Airlines Please submit story ideas and photos to communications@twu556.org	

Report From:	COPE
Submitted Report:	
Met with TWU California State Conference Chair about COPE Committee Help with Putting together a COPE Committee Lobby Days Issues that are important to the Local Attended TWU OHIO/Michigan State Conference In Contact with Legislative Directors for American's Flight Attendants and Jet Blue. Working together on issues that affect the industry. Lots of good feed back from members at the DEN Membership Meeting Members attending Nevada AFL-CIO Legislative Conference Attended Harris County Labor Assembly Executive Board Meeting Attended Harris County Labor Assembly Meeting and Elections.	

Report From:	Education
Submitted Report:	
Amanda reports she has been working on various Contract 101s. She has completed a 101 for Article 28: Scheduling Policy. She has a 201 on Overlap that is almost complete. Amanda contributed to the Shop Steward Newsletter with a Q & A about Attendance points. Amanda continues to work with the Shop Steward Committee to create a consistent monthly message for our Members. Amanda continues to add and remove members to the Official TWU Local 556 Facebook Group. She created posts regarding pay for Lineholders and Reserves, shared posts regarding Women's History Month from the WISE Committee, a Group Grievance message from President Lyn Montgomery, a message from the Safety Committee, and the grounding of the MAX 8 Aircraft. Per the request of the Executive Board, she wrote an education piece regarding the Reciprocal Cabin Seat Agreements. She also included information about myIDTravel. She posted this to the Official TWU Local 556 Facebook Group as well as requested Communications to send it as an e-mail to the Membership and post it to the website.	

Report From:	FADAP
Submitted Report:	
FADAP Co Chair Natalie Salser attended the Inflight Wellness Meeting in Dallas along with CISM and Professional Standards on March 6th. MDW Base Coordinator, Greer Steinke, facilitated the FADAP Alanon Telephonic Meetings, March 13 and 20. Natalie Salser and Tom Spillers attended the Atlanta Safety Fair March 28th. A retake of a video being produced telling our Flight Attendants about all three Teams, FADAP, CISM and Professional Standards was done this month.	

Report From:	Grievance
Submitted Report:	
<i>April 2019</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 211 total grievances: <i>37 terminations</i> <i>13 group grievances</i> <i>49 non-term disciplinary</i> <i>63 Attendance</i> <i>49 individual contract</i> <i>Total Contract Grievances on file: 62</i> <i>Total Discipline Grievances on file: 149</i> <u>Settled and Withdrawn Report:</u> Twenty-eight grievances were settled; of those, seventeen were settled at the Step 2 level. Fifty-seven grievances were withdrawn without prejudice. One Flight Attendant released the Union to proceed on her own. Of the sixty-three Attendance grievances, twenty-seven were No-Shows, two Unable to Contact, twenty Failure to Report, ten Sick Leave 1, one May Be Late, and three No-Show Training. The forty-nine non-term disciplinary grievances consisted of: thirty-three written warnings, six final written warnings, six thirty-day suspensions, one six-day suspension, and three violations falling under the “other” category (pass bureau, discussion log entry, etc.). <u>Fact-Finding Meetings:</u> One hundred fact-finding meetings were held in the bases, in March 2019. <u>Board of Adjustment:</u> March 19, 2019 FA (Written Warning) SETTLED March 26, 2019 FA (Final Written Warning) SETTLED March 28, 2019 FA (FTR) WITHDRAWN: Grievant chose not to come to DAL. April 23, 2019 FA (FTR) SETTLED <u>Arbitrations Scheduled:</u> April 3, 2019: FA – Arbitrator Adler. SETTLED	

April 9, 2019: FA – Arbitrator Gomez. SETTLED

April 18, 2019: FA – Arbitrator Franceiwicz. SETTLED

April 30, 2019: FA – Arbitrator Vernon. One day of testimony was heard in March.

June 4, 2019: FA – Arbitrator Briggs.

June 25, 2019: FA – Arbitrator Adler.

Arbitrations Proceeding on Their Own:

Flight Attendant released Transport Workers Union Local 556 of representation but has not slated either of her two thirty-day suspension grievances for arbitration.

Flight Attendant released TWU Local 556 and is proceeding on her own regarding her Termination - Arbitrator Franceiwicz.

Flight Attendant released TWU Local 556 and is proceeding on her own regarding her Termination. Arbitration scheduled for May 10, 2019.

Flight Attendant released TWU Local 556 and is proceeding on his own regarding his thirty-day suspension for a Social Media Policy infraction.

Chat App

Received 1,118 Chat Apps in March 2019.

Upcoming Grievance Meeting:

The Union and Management will be meeting on April 24, 2019 for our monthly grievance meeting.

Report From:	MOBORG
Submitted Report:	
March 4th - 6th Conducted Lounge Mobilizations in HOU, MCO, and BWI to inform Flight Attendants about the FMLA changes, support of AMFA, and the new CrewHub check in app. March 18th and 19th Met with LAX DEBM and conducted Lounge Mobilization in LAX. March 20th and 21st BWI Lounge Mobilizations. March 27th - 29th Met with NTF Coordinators Kay Hogan and Susan Johnson to create a new NTF Leader and Agent Handbook. April 2nd and 3rd Met with Kay Hogan about future Mobilization plans. April 8th and 9th Travel to LAS to be in place to conduct the rescheduled NTF Meet and Greet.	

Report From:	New Hire
Submitted Report:	
Joe reports since the beginning of March 2019, he has spoken with Class 405, 406, 407, 408, 409, 410, 411, and 412. LaShaye Hutchinson, Liz Howayeck, and Kay Hogan each were able to attend at least one of the talks with Joe. Joe would like to thank Charla Miller for attending the graduation of Classes 405 and 406. Joe would also like to thank Josh Rosenberg, Sam Wilkins, Matt Hettich, Angie Kilbourne, and Heather Kelly-Gray for their continued help in welcoming the New Hires into Oakland. Joe was recently informed SWA is adding one class for the year, bringing the total number of classes to 28 for 2019.	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report For March 2019		
Company Policy		6
CRM		4
Employee Relations		2
Hotel		2
I.R. Filed		1
Not Taken		8
Pilot Issue		2
Unprofessional Behavior		6
Withdrawn		9
TOTAL		40
Positive Resolution		17
Negative Resolution		1
Unresolved		22
*Unresolved includes case categories: I.R. Filed, Not Taken. Withdrawn and also cases where parties could not be reached or did not return the committee member's call.		

Base Information

ATL	3
BWI	10
DAL	3
DEN	4
HOU	1
LAS	2
LAX	2
MCO	2
MDW	5
OAK	2
PHX	6

Report From:	Safety																																				
Submitted Report:																																					
Safety Team Report Michael Massoni – Operational Safety Chair <i>...The mission of the Unions Safety Team is to provide Union Leadership in all issues of health & safety; Technical Counsel to the TWU Executive Board; Representation to our Membership; Stewardship within our Company, Industry, its regulatory bodies and most importantly, facilitate Effective Communications between all...</i> To: TWU Local 556 Executive Board CC: Thom McDaniel Date: April 12, 2019 Re: April 2019 EB Safety Team Report Currently the Safety Team has the following open and/or resolved action items: Aviation Safety Action Program (ASAP) – Reports Under ERC Review - 126 <table border="1"> <thead> <tr> <th>ID</th> <th>Event Date</th> <th>Status</th> <th>Summary</th> </tr> </thead> <tbody> <tr> <td>6969</td> <td>11/9/2018</td> <td>Sent to ERC for review</td> <td>OWWE/PAX BRIEFED AFTER DOOR CLOSURE - This flight had so much drama we were dealing with that I forgot to brief my exit before the front door was shut.</td> </tr> <tr> <td>7438</td> <td>1/18/2019</td> <td>Sent to ERC for review</td> <td>FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - 1st opportunity to get food.</td> </tr> <tr> <td>7439</td> <td>1/18/2019</td> <td>Sent to ERC for review</td> <td>FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - No time for food @ start of day</td> </tr> <tr> <td>7513</td> <td>2/2/2019</td> <td>Sent to ERC for review</td> <td>FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Getting food as crew member to take prescription with food</td> </tr> <tr> <td>7649</td> <td>2/12/2019</td> <td>Sent to ERC for review</td> <td>GROUND OPS COMMUNICATION\PROCEDURES\CARRYON BAG POLICY NOT ENFORCED - pax had large box securely stowed under window seat stowage area, flight not full, pax sat aisle, row empty.</td> </tr> <tr> <td>7715</td> <td>2/25/2019</td> <td>Sent to ERC for review</td> <td>CABIN READINESS\CABIN NOT SECURED - Severe turbulence, wing struck ground, diversion, passenger illness, passengers up during taxi</td> </tr> <tr> <td>7720</td> <td>2/28/2019</td> <td>Sent to ERC for review</td> <td>MINIMUM CREW\BOARDING - Took a couple steps off aircraft to drop off bag for Provo</td> </tr> <tr> <td>7728</td> <td>2/28/2019</td> <td>Sent to ERC for review</td> <td>AIRCRAFT DOOR\SLIDE\DISARMING PROCEDURE - Disarm/cross check aft galley</td> </tr> </tbody> </table>		ID	Event Date	Status	Summary	6969	11/9/2018	Sent to ERC for review	OWWE/PAX BRIEFED AFTER DOOR CLOSURE - This flight had so much drama we were dealing with that I forgot to brief my exit before the front door was shut.	7438	1/18/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - 1st opportunity to get food.	7439	1/18/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - No time for food @ start of day	7513	2/2/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Getting food as crew member to take prescription with food	7649	2/12/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES\CARRYON BAG POLICY NOT ENFORCED - pax had large box securely stowed under window seat stowage area, flight not full, pax sat aisle, row empty.	7715	2/25/2019	Sent to ERC for review	CABIN READINESS\CABIN NOT SECURED - Severe turbulence, wing struck ground, diversion, passenger illness, passengers up during taxi	7720	2/28/2019	Sent to ERC for review	MINIMUM CREW\BOARDING - Took a couple steps off aircraft to drop off bag for Provo	7728	2/28/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE\DISARMING PROCEDURE - Disarm/cross check aft galley
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door

7744 2/22/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE -
Flight attendants safety/security violations. Both the C and the B.

7790 3/7/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - slide partially slid out

7795 3/8/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - slide falling out of casing

7818 3/11/2019 Sent to ERC for review SPECIAL PAX/LAP
CHILDREN - child sitting on father's lap

7878 3/19/2019 Sent to ERC for review IEFB/MISSING IEFB - I
left my IEFB on the plane in LAS. I did not realize this until I was working my
next leg from LAS to TPA.

7880 3/18/2019 Sent to ERC for review GROUND OPS
COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE
CABIN SECURED - Ground Ops shut AC door and removed air
stairs/Jetbridge without cabin secured

7882 3/18/2019 Sent to ERC for review GROUND OPS
COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE
CABIN SECURED - OPS agent closed the entry door while pax were still up
and the cabin was not secure!

7885 3/19/2019 Sent to ERC for review ALCOHOL/PAX SIGNS
OF INTOXICATION - Intoxicated pax on board, customer svc asked us if we
wanted to keep him on

7894 3/20/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE -
critical phase of flight

7896 3/16/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/DISARMING PROCEDURE - FA A asked me to talk to Pilots
at length before disarming our doors

7898 3/19/2019 Sent to ERC for review IEFB/MISSING IEFB -
Delayed flight ##### due to leaving my IEFB on previous flight.

7899 3/20/2019 Sent to ERC for review CABIN
READINESS/CABIN NOT SECURED - I had to secure trash in the forward
lavatory for landing.

7906 3/21/2019 Sent to ERC for review MINIMUM
CREW/THROUGH FLIGHT - Exited aircraft with through passengers on
board

7907 3/20/2019 Sent to ERC for review SECURITY/SECURITY
CHECKS - I signed my # for the liquor kit, B asked me to sign for her, I would
not. She then told me everyone signs for everyone.

7908 3/21/2019 Sent to ERC for review CABIN
EQUIPMENT/SEATBELT - After PAX deplaned FA B discovered two
seatbelts missing in the last row.

7911 3/21/2019 Sent to ERC for review IEFB/MISSING IEFB - I
lost my iPad and had to have one printed out, it took one hour and fifteen
minutes and delayed the flight

7912 3/20/2019 Sent to ERC for review IEFB/MISSING IEFB -

We hit turbulence and had to quickly secure the cabin and I left my iPad, next day we boarded while manual was printing

7913 3/17/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Did not have passport, forgot to get exemption card.

7916 3/22/2019 Sent to ERC for review ILLNESS\INJURY EVENTS/PASSENGER - Procedures, Policy, CFR(s) & Safety

7917 3/22/2019 Sent to ERC for review PREFLIGHT DUTIES/EQUIPMENT CHECKS - Found outdated Ditching Checklist

7922 3/22/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - Forgot to do opening PA

7930 3/23/2019 Sent to ERC for review CABIN EMERGENCY/EVACUATION - Failure to tell FAs to Disarm doors during emergency evac

7931 3/23/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/CROSSCHECK PROCEDURE - I cracked the fwd galley door open for Provo before a cross checked

7932 3/23/2019 Sent to ERC for review IEFB/MISSING IEFB - Efb

7933 3/24/2019 Sent to ERC for review CABIN EQUIPMENT/GALLEY EQUIPMENT - Trash can out of compartment

7934 3/23/2019 Sent to ERC for review GROUND OPS COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - forward door shut prior to cabin being secured

7935 3/24/2019 Sent to ERC for review JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF\LANDING - I sat with an ill passenger in the last row for landing.

7940 3/24/2019 Sent to ERC for review BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Boarding started as soon as I arrived at the gate and before I did my security check

7942 3/25/2019 Sent to ERC for review CABIN EQUIPMENT/EMERGENCY EQUIPMENT - FA leaving personal items where emergency equipment is located

7944 3/25/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Slide fell partially out of bustle

7947 3/26/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - I do not recall what happened in reference to the letter.

7952 3/26/2019 Sent to ERC for review FATIGUE/OTHER - Late to the gate.

7955 3/26/2019 Sent to ERC for review JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF\LANDING - I gave the “we have been cleared for departure” announcement before my B flight attendant was secured in her jumpseat

7962 3/22/2019 Sent to ERC for review UNSAFE ACTIVITY/OTHER - Pax vape batteries hot prior to closing fed entry door

7965 3/25/2019 Sent to ERC for review SPECIAL
PAX/DISABLED - W/C pax boarded after CRO asked if DH FA would be her
Able Body Asst.

7968 3/28/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/OTHER - When main door was open and
we sat for a while I took drink orders

7969 3/28/2019 Sent to ERC for review SPECIAL PAX/LAP
CHILDREN - Child in lap above 2

7972 3/29/2019 Sent to ERC for review CABIN
READINESS/CABIN NOT SECURED - Coffee cup was not retrieved prior to
fwd door closing for push back

7973 3/28/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Slide came out of
container

7974 3/23/2019 Sent to ERC for review SECURITY/FLIGHT
DECK ACCESS PROCEDURES - Exited flight deck before checking for FA in
place

7975 3/29/2019 Sent to ERC for review CABIN
READINESS/PAX NOT SEATED - Aircraft landed with a passenger in the
lavatory.

7976 3/29/2019 Sent to ERC for review IEFB/MISSING IEFB -
Did not have iPad

7978 3/30/2019 Sent to ERC for review PREFLIGHT
DUTIES/EQUIPMENT CHECKS - Liquor seals that are sealing emergency
equipment

7979 3/30/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/DISARMING PROCEDURE - Blocking usable exit

7980 3/23/2019 Sent to ERC for review FATIGUE/OTHER - This
overnight from HOU to SJO is so short and problems always occur, flight
attendants are always fatigued!

7981 3/30/2019 Sent to ERC for review IEFB/LOW BATTERY -
iPad issue

7982 3/29/2019 Sent to ERC for review IEFB/MISSING IEFB - I
forgot my I pad on the aircraft in Seattle. I told Captain they printed one up in
Sacramento Called NOC.

7983 3/30/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/ARMING PROCEDURE - Preparing to land, I noticed the aft
galley service door was unarmed.

7984 3/30/2019 Sent to ERC for review CHILD RESTRAINT
SYSTEM/UNAPPROVED DEVICE - A child was sitting on an unapproved
booster seat.

7985 3/29/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/ARMING PROCEDURE - C Flight Attendant used her feet to
arm the door for push back.

7987 3/25/2019 Sent to ERC for review CABIN
READINESS/CABIN NOT SECURED - Securing/cleaning up the cabin early

7988 4/1/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - I failed

to denote that the aircraft was equipped with life rafts during the emergency safety demo. I

7989 3/31/2019 Sent to ERC for review CABIN

EMERGENCY/FIRE - Laptop shooting flames

7990 3/30/2019 Sent to ERC for review SECURITY/SEAL

MISSING - Security Seals were not placed on all doors of the A/C, only the Forward Entry Door

7991 4/2/2019 Sent to ERC for review OWWE/PREBOARD

PAX OCCUPIED EXIT SEAT – pre-board pax in owwe

7992 4/2/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE -

Under 10, 000 feet I turned my cell phone on airplane mode and checked the flight time at my jump seat.

7993 4/2/2019 Sent to ERC for review TURBULENCE/FA

INJURY - Was serving a full service and hit severe turbulence. Could not secure the cabin or our galley before landing

7995 4/3/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/OTHER - Lobby time

7996 4/3/2019 Sent to ERC for review OWWE/PAX BRIEFED

AFTER TAKEOFF - failure to brief exit row

7997 4/2/2019 Sent to ERC for review SECURITY/FLIGHT

DECK ACCESS PROCEDURES - Failure to call for a LAV break

7998 3/21/2019 Sent to ERC for review MINIMUM

CREW/BOARDING - customer having a panic attack because the Ops Agent was not letting her husband board

7999 4/4/2019 Sent to ERC for review BOARDING/FA NOT IN

BOARDING POSITION - I was not in my boarding position when pre-boarding began.

8000 4/4/2019 Sent to ERC for review SPECIAL

PAX/DISABLED - Lithium Battery

8001 4/4/2019 Sent to ERC for

review TURBULENCE/OTHER - Alcohol

Related and Turbulence/ Safety

8002 3/15/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/OTHER - Sexual Misconduct & Physical abuse by another flight attendant

8003 4/4/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/OTHER - Without thinking gave passenger predeparture drink (Was focused on wanting to give Him above average service)

8004 4/5/2019 Sent to ERC for review OWWE/PETS IN OWWE

- pax had pet in carrier under seat in exit row

8005 4/5/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - Cabin checking seat belts

8006 4/4/2019 Sent to ERC for review CHILD RESTRAINT

SYSTEM/IMPROPER PLACEMENT - Failure to notice car seat in aisle behind exit row

8007	4/5/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/PREFLIGHT BRIEFING WITH OPERATIONS AGENT NOT GIVEN - Poor communication with Ops
8008	4/4/2019	Sent to ERC for review	IEFB/LOW BATTERY - EFB noncompliance
8009	4/4/2019	Sent to ERC for review	IEFB/LOW BATTERY - Noncompliance
8010	4/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left EFB on flight in BWI. Realized on DH flight to ATL
8011	4/7/2019	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - Child car seat location
8013	4/7/2019	Sent to ERC for review	IEFB/MISSING IEFB - My IIEFB was left on my previous flight, got a loaner from PHX, wouldn't sync, had manual printed, departed late to RNO.
8014	4/6/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Exit row pax asking for seat belt extension
8015	4/7/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Capt. and Ops advised it was ok for me to board flight as a commuter.
8016	4/5/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Stored lunch bag before boarding
8017	4/7/2019	Sent to ERC for review	CABIN EQUIPMENT/JUMPSEAT - Aft left inboard jumpseat seatbelt not working properly. I reported this to Capt. and landed in the aft left outboard jumpseat
8018	4/6/2019	Sent to ERC for review	CABIN EQUIPMENT/SEATBELT - female portion of seat belt on the aisle.
8019	4/6/2019	Sent to ERC for review	SPECIAL PAX/UMs - UM leaving aircraft when I was being spoken to by the captain and my attention was in the cockpit
8020	4/7/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - provisioning tried to open door before it was disarmed
8021	4/6/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - Left aircraft with no FAs while through passengers onboard
8022	4/7/2019	Sent to ERC for review	IEFB/LOW BATTERY - IEFB NOT CHARGED TO 90 %
8023	4/7/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Left boarding position to check if someone could work flight for me.
8024	3/12/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Disciplined for following FARS
8025	4/7/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - PED in lap during critical phase of flight
8027	4/8/2019	Sent to ERC for review	IEFB/LOW BATTERY - IEFB lost battery charge

8028	4/8/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Customer was on phone during
8029	4/8/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - I did not disarm the forward entry door cross checked c waited for b conformation and opened my door.
8030	4/4/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Proper door procedures not followed
8031	4/8/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Cabin not secure before we pushed
8032	4/9/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Boarded a LEO before B finished their checks
8034	4/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Misplaced EFB
8035	4/8/2019	Sent to ERC for review	CABIN PET\SERVICE ANIMAL/OTHER - customers pet carrier would not fit under the seat
8036	4/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - forgot EFB on a previous flight
8037	3/27/2019	Sent to ERC for review	MAINTENANCE/OTHER - Suspected mold
8038	4/4/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left EFB on aircraft
8039	4/8/2019	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT - improper location of "EXIT" sign
8040	4/9/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - I step out the plane during boarding, next to the main door, to make a statement to a police officer (IR #####)
8041	4/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Missing IEFB
8042	4/9/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - No potable water
8043	4/9/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Fwd entry door being closed before procedure is followed
8044	4/10/2019	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - child restraint seat placed in wrong location
8045	4/10/2019	Sent to ERC for review	IEFB/MISSING IEFB - Misplaced iPad
8046	4/10/2019	Sent to ERC for review	CABIN PET\SERVICE ANIMAL/OTHER - Pet carrier blocking egress to the isle
8047	4/9/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Declaration form
8048	4/10/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Boarding without all flight attendants onboard
8049	4/10/2019	Sent to ERC for review	IEFB/MISSING IEFB -

Forgot iefb at previous plane-had to get one from supervisor-plane had already left by the time I got to this flight

8050 4/10/2019 Sent to ERC for review BOARDING/FA NOT IN BOARDING POSITION - out of boarding position

8052 4/11/2019 Sent to ERC for review FATIGUE/OTHER - Fatigue

8053 4/11/2019 Sent to ERC for review OWWE/PAX BRIEFED AFTER TAKEOFF - PAX relocated to exit row after briefing

8054 4/10/2019 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/CREW NON-COMPLIANCE - FAR121.577a

8055 4/10/2019 Sent to ERC for review ALCOHOL/PAX SIGNS OF INTOXICATION - CRO called Pax suspected of possible intoxication. Slurry speech, requesting drink, unstable possible disability?

8056 4/5/2019 Sent to ERC for review OWWE/PETS IN OWWE - Lady sits in emergency exit seat with dog under seat in duffle bag.

8057 4/10/2019 Sent to ERC for review IEFB/MISSING IEFB - Left IEFB on plane

8058 4/11/2019 Sent to ERC for review JUMPSEAT/OTHER - Pax felt like fainting allowed them to sit in jump seat to elevate legs and they returned to their seat with a few min.

8059 4/10/2019 Sent to ERC for review IEFB/MISSING IEFB - Left IEFB HOME

ASAP Reports received 2019 Year-to-Date: 685

Accepted Reports Year-to-Date: 369

Excluded Reports to date: 15

Open Reports: 9

ASAP Reports received 2018 Year-to-Date: 1716

Total Reports Received in 2017 947

Total Reports Received over the Life of Program 8391

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 3/8/19 through 4/12/19 = 345

Emergencies Declared for Period = 23

2019 Year-to-Date = 910

All of 2018 = 2462

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 24th, 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 Safety Team Reports

SWALife Hot Aircraft Event Reporting

03/08/19 through 04/12/19 = 5

2019 Year-to-Date = 6

2018/2019 Year-over-Year Comparative = -14 (33.3% Decrease Year-over-Year)

All of 2018 = 460 = **13.9% Increase Year-over-Year**

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

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 01APR19-07APR19:

Hot Aircraft Overview 04.01.2019 - 04.07.2019

Hot AC Total by City

MDW	19
HOU	18
DEN	17
LAS	13
OAK	13
BWI	10
PHX	10
SAN	9
FLL	8
SJC	8
TPA	8
DAL	7
LGA	7
MCI	7
MCO	7
ATL	6
LAX	6
STL	5
AUS	3
BDL	3
CMH	3
IND	3
PHL	3
PIT	3
RSW	3
SMF	3
BUR	2
DCA	2
MSY	2
OKC	2
SFO	2
SJU	2
SLC	2
BNA	1
BOI	1
BOS	1
BUF	1
CRP	1
CVG	1
EWB	1
GEG	1
LGB	1
MAF	1
MHT	1
MKE	1
MSP	1
PVD	1
RDU	1
SEA	1
TUS	1

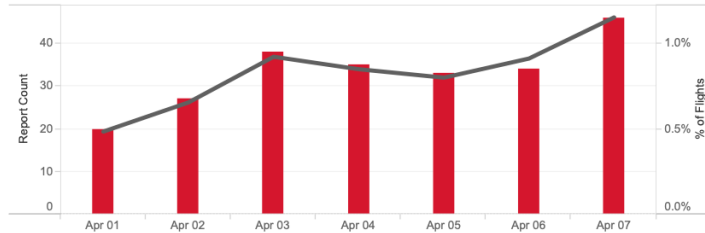
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	3/25/2019	4/1/2019	3/25/2019	4/1/2019
ACARS	263	230	-12.55%	
FO SOPI	1		-100.00%	
IF SOPI	1	2	100.00%	
Inflight Form	5	1	-80.00%	
Grand Total	270	233	-13.70%	

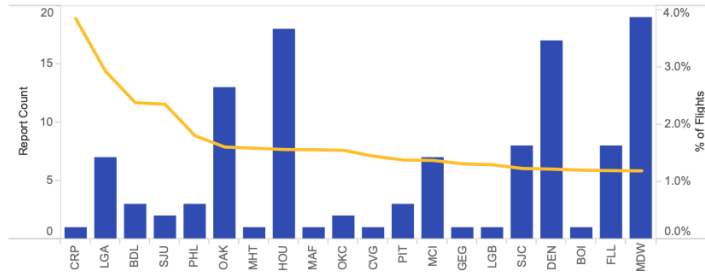
Year over Year Comparison

March	2018	1,045
	2019	1,091
April	2018	980
	2019	234

Daily Employee Report Submissions and % of Flights



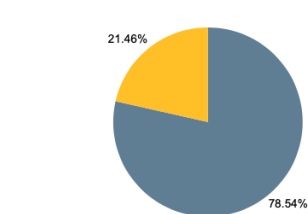
Stations - Top 20 Based on % of Flights



The percentages for the Top 20 Stations are based on the number of Hot AC Events reported on and the number of flights that departed from each city during the respective week.

Hot Aircraft by Fleet

Percent of total Hot AC Reports received



Fleet	Hot AC Reports	% of Flights**
700	183	0.89%
800	50	0.78%

**Percent of Hot AC Events to Total Flights per Fleet
Please note: Fleet not available for every report

'Hot' Aircraft and Gates

Aircraft with four or more reports

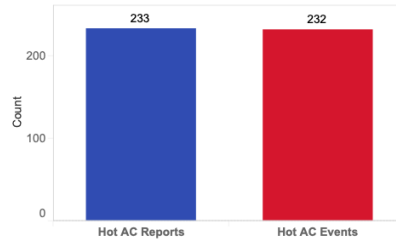
AC Number	
781	4
7729	4

Gates with three or more reports

Station	Gate	
PHX	D8	3
SJC	20	3

Reports versus Events

Hot AC Reports are the total number of reports received. Hot AC Events are the unique number of Hot AC occurrences, taking into account multiple reports for the same event.

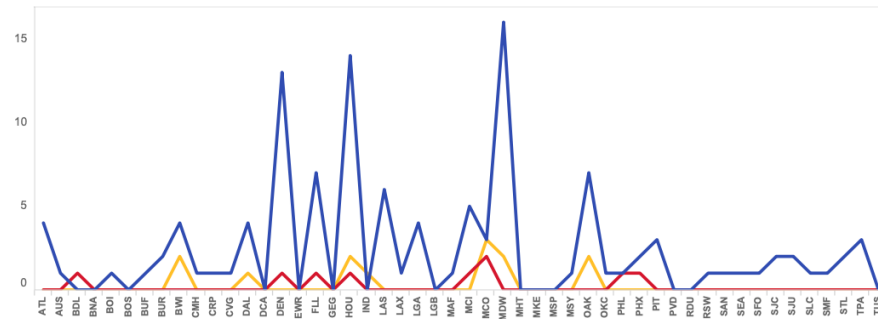


Ground Operations

As reported by the Pilot Group through ACARS messaging.

- Air Not Connected
- Ops Agent Not Present
- Ramp Agent Not Available

	3/25/2019	4/1/2019
% Air Not Connected	37.64%	52.17%
% Ops Agent Not Present	4.56%	3.91%
% Ramp Agent Not Available	5.70%	5.65%



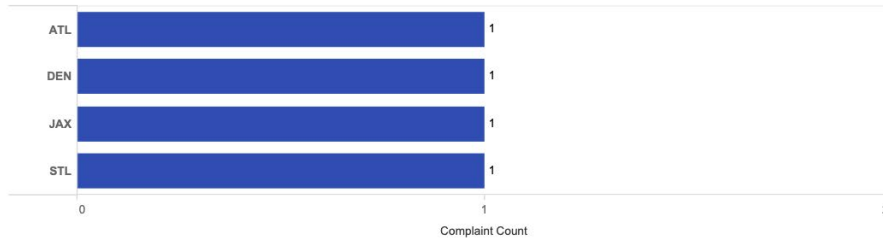
Good Job ACARS

Date	Flight Number	Station	Message
4/5/2019	175	DEN	NICE WORK
		LGA	NICE JOB
4/6/2019	3937	TUS	GREAT JOB.
	5123	PHX	NICE JOB
4/7/2019	2744	TPA	NICE JOB
	3649	LAX	GOOD JOB.

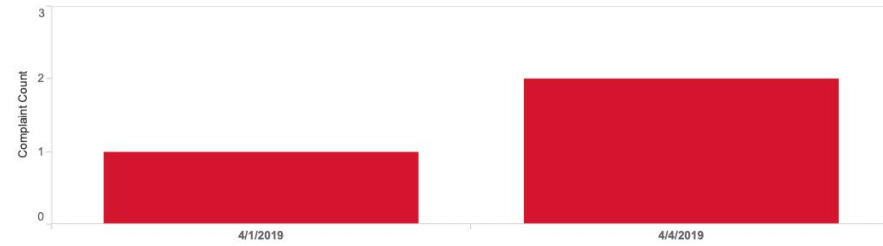
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 04/01/19 to 04/07/19

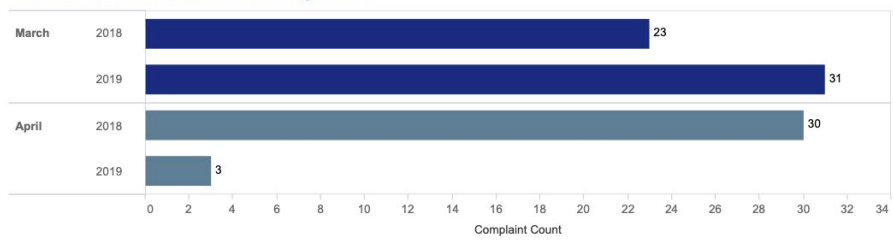
Pax Complaints by Originating City



Pax Complaints by day



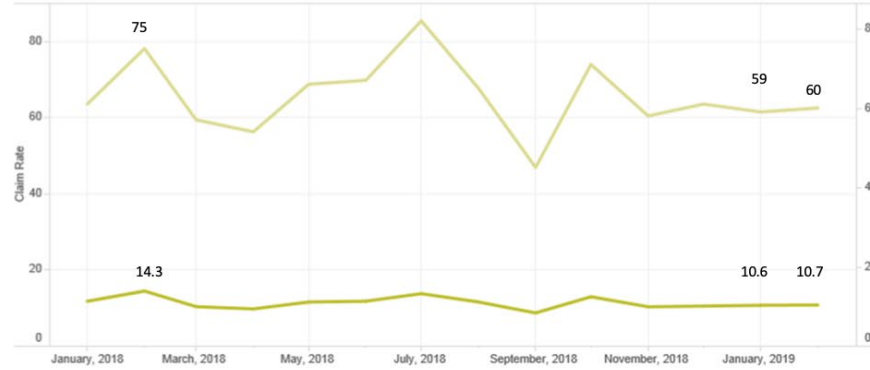
Year over Year Customer Complaints



Current Occupational Injury Data:

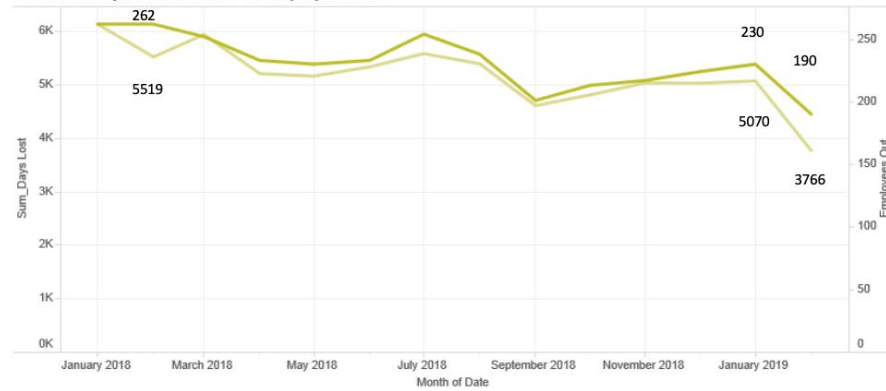
LTCR

Lost Time Claims with Rate



Lost Workdays

Lost Workdays with Number of Employees Out



OSHA Recordable (Inflight)

	Date Reported / OSHA Recordable					
	2017		2018		2019	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
Jan	69	70	72	67	85	65
Feb	62	75	59	83	86	59
Mar	71	74	73	67	0	0
Apr	82	69	83	56	0	0
May	73	74	84	78	0	0
Jun	72	77	77	69	0	0
Jul	79	69	96	88	0	0
Aug	73	66	95	75	0	0
Sep	53	63	60	53	0	0
Oct	66	69	87	81	0	0
Nov	73	53	79	59	0	0
Dec	77	69	79	66	0	0

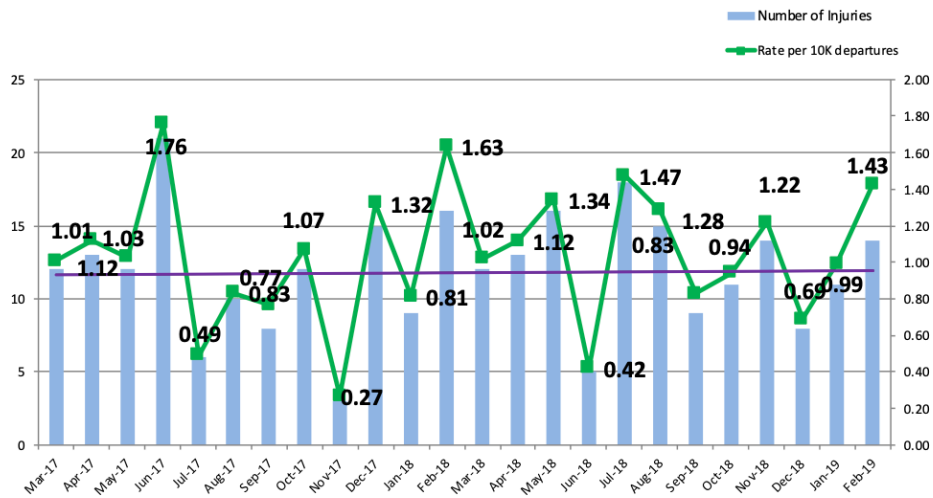
Cause (Inflight)

Injuries By Cause General and Cause Specific

Top Cause N	10	Top Cause Specific	150
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Cause General	2017	2018	2019
Struck by/Against	516	482	82
Slip/Trip/Fall	254	308	45
Other	240	252	50
Carrying/Lifting	199	190	32
Pushing/Pulling	106	131	15
Weather	48	60	12
Caught In/Between	47	46	9
Null	18	28	5
Animal/Insect	18	27	1
Collision	41	38	9
Strain	37	45	6
Contact with object	38	40	5
Cut/Puncture	29	47	3

Flight Attendant Turbulence Injuries



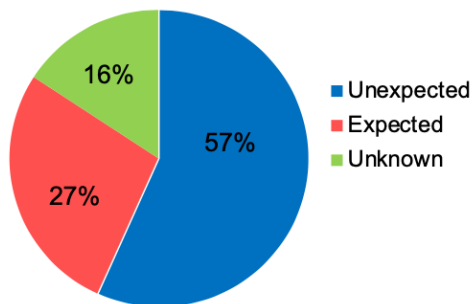
Page 5

SWA-Internal - May be protected from disclosure under 49 U.S.C., Section 40123 & 14 CFR Part 193

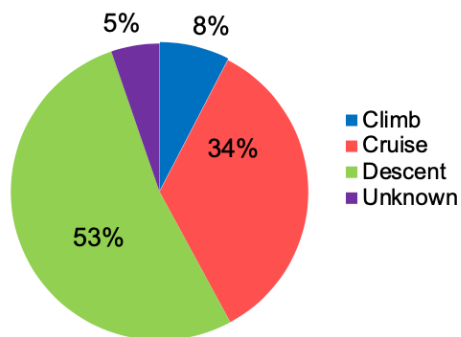
Southwest

Turbulence Injuries Overview: January 2018 - February 2019

Flight Attendants Advised of Turbulence



Phase of Flight

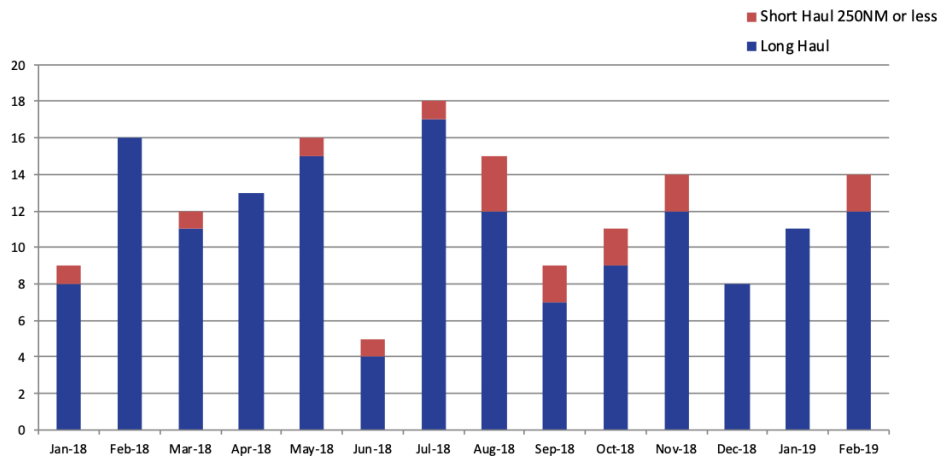


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SWA-Internal - May be protected from disclosure under 49 U.S.C., Section 40123 & 14 CFR Part 193

Southwest

Flight Attendant Turbulence Injuries: Jan 2018 – Feb 2019



Page 7

SWA-Internal - May be protected from disclosure under 49 U.S.C., Section 40123 & 14 CFR Part 193

Southwest

OSHA 300 Log Email Distribution to DEBM's Completed

Scheduled and Standing Meetings:

April 8, 2019 Flight Attendant Fatigue Mitigation Program Meeting (RE: FAA Reauthorization Requirement)

April 17, 2019 – Meeting with Greg Wells and Lauren Peck (RE: Inflight/Ground Ops interface issues per assurance data)

April 18, 2019 – 737 Max Grounding Update

April 25, 2019 – Health and Safety Coordination (HASC) meeting

April 29-30, 2019 – MCO Safety Fair

Report From:	Scheduling
Submitted Report:	
<i>April Scheduling Committee Report</i> <i>Primary Line Writing was canceled due to the grounding of the Max8 aircraft. The Company did compensate the Line Writers who were scheduled to write on 3/27-3/28. Xander Ricker and Ryan Smith flew to Dallas on 3/31 and met with Inflight Planning on 3/31 and 4/1 to adjust bid packets and have them ready for the opening of bidding on 4/2. To be clear, this was unforeseen and unprecedented, the Scheduling Committee was not able to sufficiently write the full bid packets due to time constraints. Currently Network Automation is diligently working through the flow charts day by day in the June schedule to route aircraft to cover the grounded Max8s with the lowest impact to our customers and our operation. Currently pairings for June cannot be built until the updated flight schedule is built, which will again put time constraints on line building.</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of May increased by 350-line positions from 9,568 in April to 9,784 positions in May. The Scheduling Committee left 0 positions in open time for the month of May in comparison 1939 were left in April.</i> <i>The Committee for the month of May wrote an average of 78.82% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity over March by 8.68%. The Scheduling Committee maintained 35% of the Lines with all weekends off, and the Lines containing 3-on/off or 48-hour breaks did not exceed 18%. Our average lines paid 97.54 TFP average work days were 13.98. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i> <i>The AUS Satellite base had an average of 74.29% pure lines, 44.29% weekend off and 2.86% lines containing 3-on/off or 48-hour breaks. The average lines paid 91.03 tfps.</i> <i>The FLL Satellite base had an average of 60.94% pure lines, 29.69% weekend off and 29.69% lines containing 3-on/off or 48-hour breaks. The average line paid 100.47 tfps.</i> <i>The Line Writers for May Secondary Lines were: Ryan Smith, Lisa Trafton, Rebekah Knox and Xander Ricker.</i> <u><i>Other Committee Work</i></u> <i>1. Lyn Montgomery, Liz Howayeck, Denny Sebesta, Don Shipman, Joe Skotnik, LeShaye Hutchinson, Liz Howayeck and Xander Ricker met to discuss future satellite base testing language.</i>	

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Report From:	Scholarship
Submitted Report:	
Applications are now being accepted for the four scholarships offered by TWU Local 556. The scholarships include The Paul Gaynor Scholarship, The Gwen York Scholarship, The Madeleine Howard Scholarship, and The Robert "Trebor" McDowell-Akins Scholarship. All scholarship applications and essay questions must be postmarked by June 30, 2019 in order to be eligible. Awards will be announced by August 20, 2019. Jessica submitted a scholarship announcement publication to the Communications Committee and the Technical Services Committee on March 19. The scholarship announcement was sent via email to the Membership and posted on the TWU Local 556 Website and Facebook Page on March 26. Included in the scholarship announcement was a reminder about the April 26 deadline for the Michael J. Quill Scholarships offered by TWU International.	

Report From:	Shop Steward
Submitted Report:	
<u>March Shop Steward Committee Report</u> LAX Shop Steward Training •Starting process of creating a training budget •Compiling list of Shop Stewards who missed initial training •Costing out location DAL/LAX Shop Steward Newsletter sent out 3/28 •March Newsletter Theme Points Reduction (Education Committee Article) •Timesheets procedure reminder •Communicated Date for upcoming Shop Steward Conference Call 5/6 •Email SS Com for those who missed first training •Changes in Intermittent FMLA •Top trending discipline Establish criteria for pay lounge mobilization pay •Pay will only be for Education and •Mobilization Shop Stewards •Pay will be 4tfp for 6hrs of work twice a month <i>Shop Stewards will be required write a report on the number of Flight Attendants interacted with and whether or not they spent time in the terminal. These numbers will be included in future Shop Steward reports.</i>	

Report From:	Survey
Submitted Report:	
VeAnne reports she sent out a survey to all Committee Chairs and Co Chairs that attended the Committee Workshop training event to gather feedback. VeAnne reports she assisted the Negotiating Team with the Satellite Base Survey. The new survey platform was used for this survey. VeAnne reports she has attended several New Hire Dinners at the Union office to assist with answering questions and visit with our newest future flight attendants.	

Report From:	Uniform
Submitted Report:	
An email blast went out to the membership on March 19, 2019 updating the members on various uniform items. These included updated materials, dates for availability and other information. From the emails it seems that the membership is thankful for the updates, but upset regarding some issues. The most commenting on being the fact that the updated dress with the new material will not be available until the current stock runs out. They are upset at being forced to purchase the dress with the substandard material until then. Another issue arose when the company released their own email that contradicted the release dates that were in the union email which Chad, Jabari and I were given in the February meeting in Dallas. If these dates were changed by Cintas, management should have let the Uniform team know. I will address this with Mike Sims. Allotment issues for those getting off probation and at the one year mark are still a problem. Wendy Poe seems to have dropped off the grid in regards to theses issues. Refunds of items purchased in training are being lost/ not credited. I am making multiple calls to Cintas to try to straighten out. Again, no return calls from Wendy.	

Report From:	WISE
Submitted Report:	
Jessica scheduled a follow-up meeting with the Company regarding sexual misconduct and sexual assault of Flight Attendants on April 2. In attendance on behalf of TWU Local 556 were President Lyn Montgomery, 2nd Vice President LaTonia Benoit, Board Member at Large Gayle Middleton, Atlanta Domicile Executive Board Member (DEBM) Pamela Forte, Denver DEBM Jessica Parker, Grievance Team Leave Specialist Ann Claire "AC" Crawford, and attorney for TWU Local 556 Ed Cloutman. Jessica is pleased to report that the Company is taking action on this issue by working to ensure that the best possible procedures are in place for Flight Attendants who experience sexual misconduct and/or sexual assault while on duty and that resources are readily available to them. Jessica organized a system-wide lounge educational visit for Sexual Assault Awareness Month. The Women's Issues, Service, and Education (WISE) Committee partnered with the Critical Incident Stress Management (CISM) Committee in this effort. On Friday April 5, and throughout the week of April 8, Members were in Flight Attendant Lounges across the system educating Flight Attendants on reporting procedures, safety tips, and resources available to those who experience sexual misconduct or sexual assault while on duty. Jessica has received positive feedback from those who were in the bases and our Membership is appreciative that the Union is taking action on this important issue. Jessica would like to thank all who participated in this effort including Atlanta Flight Attendant Malinda Powe-Tuzun, Baltimore Flight Attendant Alexis Allen, Dallas Flight Attendant Jessica Zimmerman, Denver Flight Attendant Leah Bowser, Houston Flight Attendant Lisa Thomas, Las Vegas Flight Attendant Amanda Gauger, Los Angeles Flight Attendant Shelly Lefebvre, Orlando Flight Attendants Sandi Voyik and Amanda Theiss, Chicago Flight Attendant Faayo Adam, Oakland Flight Attendants Nicole Catlett and Julie Sadowski, and Phoenix Flight Attendant Lynn Eckert. Jessica would also like to thank all DEBMs who participated in the lounge visits and for their support in this event. Lastly, Jessica would like to thank Eileen Rodriguez for working to staff all lounges with a CISM Team Member and also a big thanks to the CISM Team Members who participated.	