



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

SEPTEMBER 2019 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
<p>Pamila met with Civil and Human Rights Co-Chairperson Heather Kelly-Gray August 12. CHRC worked on the 2019-2020 budget proposal and strategic plan. This year CHRC's goal is to focus on mentoring and educating our new Members, and to create a Young Workers group to work with the AFL-CIO's Civil and Human Rights division, to develop future Leaders. CHRC ordered pink lanyards for Breast Cancer Awareness Month to distribute to Members in October. CHRC worked on the Diversity and Inclusion Committee training proposal to present to the Executive Board. The training will include Professional Standards, CISM, and Grievance Team Members.</p>	

Report From:	CISM
Submitted Report:	
<p>CISM Chairperson Eileen Rodriguez presented the CISM program to New Hire Training Classes 421 and 422. Eileen attended the annual FADAP National Training with the FADAP Team, a few TWULocal 556 Shop Stewards and a few SWA Inflight Base Leaders.</p>	
<p>The CISM Team handled a total of 110 Incidents during August and spoke to 205 Flight Attendants</p>	
<p>Assault 3 Bomb Threat 1 Crew Member Harassment 2 Crew Member Illness 1 Debriefing - Team Member 3 Declared Emergency 1 Decompression/Pressurization 1 Diversion 2 ELP Active Shooter 1 FA Death 2 FA Death of Family Member 11 FA Illness 9 FA Injury 2 Illness of Family Member/Caregiver Stress 6 Incident on RON 3 International Incidents 1 Mechanical 1 Medical Emergency 26 New Class Presentation 2 NOC Rotation Review 3 Other 2 Passenger Misconduct 3 Personal Issue 16 Safety Fair DAL 1 Suicide Attempt/Intervention 1 Suicide Attempt of a Family Member 1 Suicide of a Family Member 2 Termination/Fact Finding 3</p> <p>Total 110</p>	
<p>FAs Assisted 205</p>	

Report From:	Communications
Submitted Report:	
<p>Mass E-Mails:</p> <ul style="list-style-type: none">• In July 2019, 15 System wide emails were sent, 8 Bases specific, and 2 Other.• In August 2019, 18 System wide emails were sent, 8 Base specific, and 3 Other.• Readership is consistent and remain high. <p>Print Publications:</p> <ul style="list-style-type: none">• The Fall 2019 Unity will be in the bases on November 1st.• A Newsletter has been developed to highlight important issues and keep the Membership educated monthly. It will be released this month both electronically and in print. We hope Members will enjoy this addition.• Write in and let us know what you want to hear more about communications@twu556.org. <p>ALL CALL: If you have experience and would love to put your talents to work; we are currently looking for additional editors, writers, graphic artist, or video please email communications@twu556.org.</p>	

Report From:	COPE
Submitted Report:	
<p style="text-align: center;">My Experience At The 60th Annual AFL-CIO Constitutional Conference By Dedra Bass</p> <p>Solidarity- Learning to stand with one another versus trying to tear one another down.</p> <p>I thought I knew what that word meant. I definitely know the definition of the word. However, during my three days at the Texas AFL-CIO 60th Constitutional Conference; I EXPERIENCED not only what the word meant but, felt what it means within my soul.</p> <p>Who would have thought that such a diverse group of individuals could come together and fight along side one another for the common good of each individual Union issue; all the way up to helping hard working immigrants become US citizens? One common goal is the answer amongst them: The Betterment Of The Texas Laborer. As Cheryl Elias stated during her speech, "We may not have come over on the same ship, but we are all in the same boat now."</p> <p>This, for me, was an experience of a lifetime. To see all of the retirees who volunteer their time to remain active in their Unions. In fact, one of the best experiences I had was getting to know one such retiree. Mr. Tom Carlin and I would have our morning coffee together before the start of each meeting. I learned so many valuable lessons from his wealth of knowledge and experience.</p> <p>Tom taught me that doing something, even in the face of adversity, will always be worth it. It may not go the way you intend for it to, but at least you stood up for what you believe to be right. He taught me that no matter the Union, the names or the faces behind those Unions, that we are all Brother's and Sister's and we should all be willing to do whatever it takes to help a fellow Union member, or even an entire membership. He taught me what it means to be a true Union Activist, no matter the cost of your own personal time and no sacrifice is too high.</p> <p>As President Rick Levy stated during the conference, "Unions will only survive as long as we can keep younger and future generations involved." Tom is the embodiment of this statement. His inclusivity of the younger generation being; and staying actively involved has become a mission statement for my life.</p> <p>Tom, along with every other Union Brother and Sister I met at the conference showed me what Solidarity looks like in action. It is my sincerest hope that I will be able to inspire other members in our own Local, and the younger generation the true meaning of SOLIDARITY!</p> <p>REFERENCES: Tom Carlin is a retired American Airlines Employee and TWU Local 513 and currently serves on the Executive Board of the Texas AFL-CIO. He is also the person who convinced the Flight Attendants of Southwest Airlines to join the AFL-CIO, with much resistance. In his own words, "The Flight Attendants were hesitant, they told me that they would never need help from the AFL-CIO because Herb gives us everything we want." His response: "What happens when Herb is no longer here? Who will protect you, stand with you and fight along side you for what is right? We will!"</p>	

References continued:

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In Solidarity,

Dedra Bass

TWU-Local 556

My Experience At The 60th Annual AFL-CIO Constitutional Conference
By Dedra Bass

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they would never need help from the AFL-CIO because Herb gives us everything we want.” His response: “What happens when Herb is no longer here? Who will protect you, stand with you and fight along side you for what is right? We will!”

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TWU-Local 556

August 2019

Report of Locals

Congressman Allred Dallas Roundtable –

On August 16, 2019, Congressman Colin Allred made a visit to the Dallas CLC (Central Labor Council) at the CWA Hall on Washington Ave.

Colin was there to gain knowledge on local issues and connect the locals to the right personnel that will be able to assist and put wheels in motion. He wanted to make it clear that he does not swing at every pitch – meaning that he will not charge is platform to be spread too thin and he signs on to the issues that he feels he can really fully support.

~He started with an update on the Government shut down and how the back pay and local assistance help those there to work for the safety for all. Colin also stated that is was a slap in the face of all citizens that the brunt of the government disagreement fell on the workers that protect us.

~He also discussed the prospect of a VA Hospital in Garland and how it has the possibility of creating 3000 jobs for the Dallas County area.

~Health Care – The Allred Resolution

~Fair Wage – Minimum Wage of at least \$15.00

~Moving the congressional seats from 38 to 41 (DEM)

~Education - goal of achieving internet access for all students in the district.

Dallas AFL-CIO

August 2019

During the August 15, 2019 CLC Meeting.

We discussed the Unite Here August 13, 2019 Action where 19+ different Unions came to show support for the SkyChef workers who are fighting for a living wage. American Airlines has found that contracting out this portion of the delegated workforce keeps them from having to comply with certain aspects of keeping these employees under the umbrella of AA employment stipulations.

Many of these employees earn \$9.00 and the top pay at 30+ years is \$11.00 (ish)

It is still hard to believe that “A Living Wage “is still an issue in 2019.

Several of the Dallas Candidates presented to the Council for support. (District

100)

During the meeting with new business –

Updates on the Paid Sick Time Action

Community Engagement – Labor Day Breakfast

YALL (Young Active Labor Leaders) Labor Day Picnic

Roundtable with the Director of the Dallas Federal Reserve

As usual the report of Locals is always interesting to me as concerns for other Unions reminds me how blessed we are with the CBA afforded to us through TWU International and TWU 556.

Again, thank you for allowing me to be a part of the representation for OUR local.

In Solidarity

Sister Renda Marsh

60th AFL-CIO Constitutional Convention

San Antonio, TX

July 25 – 27, 2019

After recently being voted in as a delegate for the Texas AFL-CIO, in Dallas, I attended my first AFL-CIO Constitutional Convention in San Antonio. What an amazing expression of solidarity to be a part of. From day one, when President Levy gaveled the convention to order by leading the hall with the oath of allegiance, to the end when we all sang the closing song together, I felt inspired and called into action.

I was impressed to see and hear airline catering workers invite any Dallas area allies to join them on August 13 and 14 at American Airlines headquarters to picket for better pay. “The lowest wage at the DFW kitchen is \$9.85/hour & half of [them] earn \$11.35 an hour or less, even with up to 8 years on the job.” Many of their yearly pay (based on a 40-hour work week) is just barely above the federal poverty level.

We were able to hear a presentation by Texas AFL-CIO, Secretary-Treasurer Montserrat Garibay, who discussed the “defeat of legislation to outlaw local laws providing private-sector workers earned paid sick leave, protection from discrimination and other benefits.” She was also voted in for another term.

“A panel of young activists discussed ways to broaden the labor movement by building membership and working alongside non-union allies, looking for ways to unite, and beating back efforts to divide us.”

I am proud to be a supporter and contributor to COPE. It was so exciting to see the live goal set, met and exceeded during the convention.

I enjoyed attending a workshop on digital mobilization tools and learned more about how to use social media tools to the Union’s advantage.

It was rewarding to get to know, not only our own TWU brothers and sisters better, but to have the opportunity to meet and network with members of other members of the AFL-CIO.

Thank you for the opportunity.

In Solidarity,

Brother Johnathan Williams

60th AFLCIO Constitutional Conference

San Antonio TX

2019

Greetings All,

This conference was great.

It is always uniting with all the represented Locals and learning from the many different aspects of Union advocacy.

This conference was special to me in the respect that I really desired to take my course of action to the Texas State level. The vote for new officers was done so quickly that I didn't have time to get my name on the ticket and the current officers were re-elected. I spoke with Mark York and made him aware that this TWU 556 advocate is coming for her seat in 2021. All my efforts and knowledge pool will be geared to achieving this goal and making sure that Labor is the forefront for the upcoming elections no matter your political stance.

The Immigration Issues and LULAC were the buzz topic for most of the conference. Issues concerning naturalization, border concerns and genuine respect for other cultures.

Big buzz on the stage was the scheduled Action set for August 13, 2019 fighting for a living wage for the workers of SkyChef who earn between \$9.00 - \$11.00 (even for the tenured employees at 30 years of service). This was a great tie into the Immigration segment, due to most of the SkyChef contracted employee staff being either newly immigrated or first generation.

"We may not have arrived on the same ship, but we are all in the same boat now."

American Airlines AFA President, Sara Nelson, a long-time advocate for flight attendants and equal rights in the workplace, told her story of how she started her involvement in the labor movement with her local chapter of AFA.

Sara raised concerns demonstrating that aviation safety is strongly dependent on flight attendants' rights. She feels that aviation needs an appointed FAA administrator is a serious matter for US travelers in respect to the 737 MAX, and the 800 MAX.

The TWU 556 Unity Magazine, Chad Kleibscheidel, received the Texas AFL-CIO Publications Contest.

The Texas Conference culminated with the re-election of President, Rick Levy. Our own LaTonia Paul-Benoit eloquently nominated Montserrat Garibay as Secretary- Treasurer with a unanimous vote to have her re-elected. Montserrat is a wonderful advocate and the founder of the AFL-CIO Working Women's Summit. We need to recruit more of our members to get involved.

Lastly, Solidarity is strong in Texas and TWU 556 is proud to be a moving force within this organization.

I am so thankful to call TWU556 home/family, and that I can proudly represent our Union.

Fraternally,
Sister Renda Hobbs-Marsh

Report From:	Education
Submitted Report:	
<p>Amanda reports she made posts to the Official TWU 556 Facebook Group regarding Truth vs. Myth e-mail from the Negotiating Committee, the TWU Local 556 Scholarship recipients and the upcoming Membership Meetings dates. Amanda continues to add and remove members to the Official TWU Local 556 Facebook Group, ensuring the Members of the Group are Southwest Flight Attendants. The Official Group has 8,254 Members.</p> <p>Amanda created four Facebook Lives in August. Topics included: Commuter Policy, Vacation Bidding and SMRT (1,962 views), Reports and Reminders (1,142 views) Article 9, Vacation Bidding and the August 29 Lounge Mobilization (688 views) and Crew Changes and Through Passengers (1,883 views). She responded to questions posted by Members on the Lives as well as questions e-mailed to the Education Committee.</p> <p>A Contract 201 regarding Article 10: Daily Release Time/Secondary Daily Release Time, Monthly Release Time/Secondary Monthly Release Time was completed and sent to the Membership prior to the opening of primary bidding in anticipation of additional MRT/SMRT slots being offered for the October bid period.</p> <p>Amanda co-hosted an Education Shop Steward Conference call on August 16. The topic was be Article 9: Additional Flying. The call exceeded the expected 60 minute duration with many Shop Stewards asking great questions that helped educate all that participated in the call. Another Education Shop Steward Conference call is scheduled for September 20. The topic will be Article 11: Reserve.</p> <p>Amanda would like to thank the Communications Committee for their efforts in getting Education e-mails to the Membership.</p>	

Report From:	FADAP
Submitted Report:	
<p>Natalie Salser and Jodi Nevant participated in the Dallas Safety Fair August 6.</p> <p>FADAP Co-Chairs Tom and Natalie taped a video for Crew Assistance Resources along with Professional Standards and CISM August 14.</p> <p>The Entire Twu 556 FADAP Team attended the 9th Annual Flight Attendant Drug and Alcohol Conference in Baltimore August 19-22.</p> <p>The FADAP Conference was also attended by Sr. Manager of Inflight Crew Assistance Programs Tom Crabtree, CISM Chairperson Eileen Rodriguez, and Inflight Assistance Base Managers, Won Demissie, Nora Shaffer, and Heidi Patrick.</p> <p>Tom Crabtree, Natalie Salser, and Tom Spillers attended the National FADAP Advisory Board Meeting August 22.</p>	

Report From:	Grievance
Submitted Report:	
<i>September 2019 Executive Board Report</i>	
<u>TOTAL NUMBER OF GRIEVANCES:</u>	
194 total grievances:	
<p><i>39 terminations</i> <i>15 group grievances</i> <i>52 non-term disciplinary</i> <i>53 Attendance</i> <i>35 individual contract</i></p>	
<p><i>Total Contract Grievances on file: 50</i> <i>Total Discipline Grievances on file: 144</i></p>	
<u>Settled and Withdrawn Report:</u>	
<p>Twenty-seven grievances were settled; of those fourteen were settled at the Step 2 level. Fifty-six grievances were withdrawn without prejudice. One member released the Union to proceed on their own.</p>	
<p>Of the fifty-three Attendance grievances, twenty-three were No-Shows, five Unable to Contact, twelve Failure to Report, eight Sick Leave 1, one May Be Late, and four No-Show Training.</p>	
<p>The fifty-two non-term disciplinary grievances consisted of: twenty-four written warnings, eleven final written warnings, seven thirty-day suspensions, one fifteen-day suspension, one six-day suspension, four three-day suspensions and four violations falling under the “other” category (pass bureau, discussion log entry, etc.).</p>	
<u>Fact-Finding Meetings:</u>	
<p>One hundred and twenty fact-finding meetings were held in the bases, in August 2019.</p>	
<u>Chat Apps</u>	
<p>772 chat app messages received the month of August.</p>	

Board of Adjustments:

Aug 27, 2019: FA-Class 3.8 *Settled: Complete removal of discipline.*

Aug 29, 2019: FA-Class 2.10 *Settled: Complete removal of discipline. Must watch a video "Micro Messages".*

Sept 24, 2019: FA-FTR

Sept 26, 2019: FA - FTR

Arbitration Schedule:

June 28, 2019: Briefs submitted for FA: *Still waiting for decision from Arbitrator Vernon.*

July 24, 2019: FA – Arbitrator Briggs. *Held. Preparing briefs. Requested a two-week extension to submit briefs.*

FA: October 16, 2019 - Arbitrator Adler

FA: October 22, 2019 – Arbitrator Gomez

FA: November 12, 2019 – Arbitrator Gold

Arbitration-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 his own regarding his thirty-day suspension for a Social Media Policy infraction.

Flight Attendant released TWU Local 556 and is proceeding on her own for Termination Class 1.17. Arbitration held on June 27, 2019 with Arbitrator Vernon. *Briefs due.*

Flight Attendant released TWU Local 556 and is proceeding on his own to arbitration, to be heard by Arbitrator Franckiewicz, for Dishonesty/Termination. *Settled. Company will not disclose settlement.*

Flight Attendant released TWU Local 556 and is proceeding on his own to arbitration for a Written Warning: Class 2.10 Unprofessional Conduct.

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for a FTR.

Upcoming Grievance Meeting:

The Union and Management will be meeting on September 30, 2019 for our monthly grievance meeting.

Report From:	LODO
Submitted Report:	
<p>September 6, 2019 LODO Sub Committee Report</p> <p>There is nothing to report since August LODO Sub Committee Report. Attached to this report is the September LODO Newsletter</p> <p>Here are few things that was communicated to LODOs in August for September Open time and October Schedules from Management:</p> <p>September LODO Open Time LODO Open Time trading begins <u>Sunday, 8/18 at 1200 Central Time</u>. There are 18 total open trips for September, and as of right now none for August.</p> <p>October schedules and beyond Crew Planning is currently working on the October LODO pairings. A new flight schedule starts on 10/2. October has 8-9 SJU weekday departures per day compared to 5 in September and 13 in peak summer. There will be more pairings and lines in October compared to September, but not as many as summer. November and December will be higher than October, closer to spring and summer levels.</p> <p>The majority of the LODO pairings and lines will be in BWI, HOU, and MCO, with some additional pairings in other bases. There will continue to be turn lines out of the FLL satellite base. We should also have one MCO turn per day during the week, although the routing is different (MCO-FLL-SJU-MCO).</p> <p>The LODO Subcommittee understands the seasonality can be frustrating, as the Company is not able to offer consistency in the number of lines per base. We have gotten questions especially from those of you hired into the LODO program and assigned to a specific base. While there is not the same level of flying each month, the Company needs to have enough Flight Attendants to cover the flying when it increases again later this year and during next year's peak</p>	

Report From:	Other
Submitted Report:	
<p>The new Satellite Base Testing Agreement went into full effect on August 1, 2019. A meeting is scheduled with Management on September 23, 2019. During this meeting, the Union will give input concerning the location of future Satellite Base testing locations required per the agreement. The Union hopes to receive updated information from Management with consideration to the new test. There have been no reported issues with the new agreement to date.</p>	

Report From:	Professional Standards
Submitted Report:	
Professional Standards Activity Report For August 2019	
Company Policy	1
CRM	6
Hotel	1
I.R. Filed	2
Not Taken	4
Pilot Issue	2
Unprofessional Behavior	2
Social Media	1
Withdrawn	4
In Progress	1
Total	24
Positive Resolution	11
Negative Resolution	2
Unresolved	10
In Progress	1
<p>*Unresolved includes case categories: I.R. Filed, Not Taken, Withdrawn and cases where all parties could not be reached or did not return the committee member's call.</p>	

Base Information

ATL	5
AUS	1
BWI	2
DAL	4
DEN	1
HOU	3
LAS	3
MCO	2
MDW	2
OAK	1

Report From:	Safety
Submitted Report:	
SEE WEBSITE	

Report From:	Scheduling
Submitted Report:	
<p data-bbox="302 359 800 390"><i>September Scheduling Committee report</i></p> <p data-bbox="302 432 1292 573"><i>The number of line positions that a Flight Attendant could be awarded for the month of October decreased by 59-line positions from 10,430 in September to 10,371 positions in October. The Scheduling Committee left 0 positions in open time for the month of October in comparison 0 were left in September.</i></p> <p data-bbox="302 615 1328 871"><i>The Committee for the month of October wrote an average of 79.76% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity over October by 4.06%. 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 87.77 TFP average work days were 12.67. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i></p> <p data-bbox="302 913 1333 1020"><i>The AUS Satellite base had an average of 58.7% pure lines, 41.3% weekend off and 3.26% lines containing 3-on/off or 48-hour breaks. The average lines paid 86.11 tfps.</i></p> <p data-bbox="302 1062 1300 1169"><i>The FLL Satellite base had an average of 78.13% pure lines, 40.63% weekend off and 7.29% lines containing 3-on/off or 48-hour breaks. The average line paid 89.73 tfps.</i></p> <p data-bbox="302 1211 1273 1278"><i>The Line Writers for September Primaries were: Doreen Argyropoulos, Shelley, Taylor, Sheri Tyler, Ryan Smith, Lisa Trafton, and Xander Ricker.</i></p> <p data-bbox="302 1320 1333 1428"><i>The Line Writers for September Secondary Lines were: Lisa Trafton, Richard Locher, Shelley Taylor, Rebecca Knox, and Xander Ricker. John Phan PHX based FA observed VR Line Writing.</i></p>	

Report From:	Shop Steward
Submitted Report:	
<p>Shop Steward Education Conference Call on August 16, 2019</p> <ul style="list-style-type: none"> • Hosted by Education Chair Amanda Gauger • Discussed Article 9: Additional Flying, Reschedules, VJA/JA and stranded • Brandon Hillhouse assisted on the call answering grievance questions • Shop Stewards were given an opportunity to email questions ahead of time <p>Resolved Shop Stewards Issues</p> <ul style="list-style-type: none"> • Dealt with several Shop Steward issues and not turning in notes • Received two resignations DAL and ATL based <p>Submitted 19 Lounge Mobilization pay requests for Your voice = Our Power systemwide mobilization</p> <p>Emailed Monthly August Newsletter August 30, 2019</p> <p>Topics highlighted</p> <ul style="list-style-type: none"> • KCM Update • Monthly breakdown, year-to-date Fact-Finding Meeting totals and year-to-date Base breakdown totals • Fact-Finding Meeting tips • Save the date for upcoming Education Conference Call September 20, 2019 at 1400CST • Fact-Finding Meeting checklist and Step 2 Hearing checklist 	

Report From:	Survey
Submitted Report:	
<p>VeAnne reports at the request of the Executive Board, she created and sent out a survey to the membership regarding the 737 MAX 8 aircraft. The survey ran from August 21st, 2019 to August 28th, 2019. 5,151 flight attendants started the survey with 4,094 completing it.</p> <p>VeAnne reports at the request of President Montgomery, she created and sent out a survey to the Executive Board regarding Proposed Satellite Bases. It was sent to 22 Board members with 17 responding.</p>	

Report From:	Technical Services
Submitted Report:	

Report From:	Uniform
Submitted Report:	
<p>Lisa and Chad have a meeting with Mike Sims and Jamie Dotson this month to discuss concerns including but not limited to:</p> <ul style="list-style-type: none"> * Difficulties with ACT and outsourced items * Cintas : Difficulties with communication with this Committee * Line Review options <p>There has been a few Members who feel ACT is making it too difficult to receive "outsourced" alternative items. Lisa has been working with each individual.</p> <p>Cintas refuses to answer questions regarding finishing chemicals in the cotton options. They are telling the Union to ask the Company for this and other requested information.</p> <p>The Email Blast in response to the Company's decision to discontinue the wearing of Pink items in October seems to have been well received. The Membership knows we are looking into options to support Breast Cancer within the Appearance Guidelines. And to look for future communication.</p>	

Report From:	WISE
Submitted Report:	
<p>The Coalition of Labor Union Women (CLUW) 20th Biennial Convention is taking place October 15-18 in Las Vegas. Jessica is currently ensuring hotel accommodations are secured and is registering TWU Local 556 Members for the Convention. Five Executive Board Members and eleven Members, one from each Domicile, are scheduled to attend, for a total of sixteen Members representing TWU Local 556 and the Women's Issues, Service, and Education (WISE) Committee at the Convention. Jessica would like to thank Domicile Executive Board Members (DEBMs) for their recommendations on who will attend to represent their respective Domiciles. Jessica very much looks forward for this opportunity to engage with those in the Labor Movement and the Women's Movement, and form strong coalitions while working together to achieve common goals. Local 556 is co-hosting the upcoming Working Women's Committee (WWC) Meeting in San Francisco October 28-31. Jessica has remained in contact with Local 505 President Jennifer Platt to assist her in planning a successful Meeting. Jessica would like to thank Angie Kilbourne for creating a glass case poster for Breast Cancer Awareness Month in October. The poster is currently under review by the Communications Committee and will be distributed to DEBMs, once approved, to be posted in their glass cases.</p>	