



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

DECEMBER 2019 OFFICERS REPORTS

Report From:	President
Submitted Report:	
• On Monday, November 4, 2019 Lyn attended a Negotiating Team Prep Session. • On Tuesday, November 5- 8, 2019 Lyn attended a Negotiating Team Session. • On Monday, November 11, Lyn and the members of the Negotiating Committee attended a meeting with Management to discuss 401K benefits with Senior Director of the People Department Greg Thorsen. • On Tuesday, November 12, Lyn chaired the Executive Board Meeting. Lyn also attended the Flight Attendant Coalition meet and greet on the evening of November 12. • On Wednesday, November 13, Lyn attended the Coalition of Flight Attendant meeting. APFA (Association of Professional Flight Attendants) National President Lori Bassani and Lyn discussed reinstating formal coalition meetings. A meeting had not occurred for many years and both leaders believed there would be a benefit to reignite cooperation and work to solve issues unique to all Flight Attendants. APFA agreed to host the first meeting. Thanks to APFA for coordinating and making the event possible. Representatives from AFA (Association of Flight Attendants), IAM (International Association of Machinists and Aerospace Workers) and CUPE (Canadian Union of Public Employees) met at the Hotel Indigo in Dallas, Texas. Agenda items included collective goals and mutual respect, state of labor negotiations for those in bargaining, cabin air quality, uniform updates, Known Crewmember updates, FAA Reauthorization implementation, Fatigue, ten hour rest, Max 8 issues, sexual inflight misconduct, drug and alcohol policies, onboard security for personal items, and expanding the coalition to North America. Dr. Susan Michaelis Head of Research for GCAQE (Global Cabin Air Quality Executive) was the keynote speaker. She delivered an update on the toxic cabin fumes. The next meeting will be in the first quarter of next year. • On Monday, November 18 Lyn attended and chaired the Las Vegas Membership Meeting. Later that day Lyn flew to Denver for the Membership Meeting. • On Tuesday, November 19, Lyn chaired the Denver Membership Meeting. Later that day Lyn flew to Houston for the Membership Meeting. • On Wednesday, November 20, Lyn chaired the Houston Membership Meeting and then flew to Dallas that evening for the Dallas Membership Meeting. Prior to the meeting, Lyn attended a conference call with the Department of Transportation concerning Inflight Sexual Misconduct. • On Thursday, November 21, Lyn chaired the Dallas Membership Meeting. • On December 1, 2019, Lyn flew to Seattle to meet with Boeing Executives and other Union leaders. • On December 2 -4, 2019, Lyn attended an event at Boeing in Seattle, Washington. The update is below.	

December 2-4, Boeing opened its doors to a group of aviation experts from around the world, including Flight Attendant Union leaders representing the airlines who fly the 737 MAX 8: the Association of Professional Flight Attendants (APFA), Association of Flight Attendants (AFA), and TWU (Transport Workers Union).

The attendees included previous NTSB investigators, pilots, aviation consultants, aviation media authors, Airlines for America, safety analysts, consumer research groups, and other aviation leaders who possess experience working with the FAA, NTSB investigations and other aviation interests. The group included pilots with flight experience but this meeting was separate from current pilots groups who fly the aircraft commercially.

Boeing recognized that Flight Attendants have a significant role as aviation safety professionals and sought input from the Flight Attendant Union leaders that were present. Regardless of any legal action that may be pursued based on the losses we have incurred by the grounding, we must hear take the opportunity to hear directly from the manufacturer who holds the safety of this aircraft in their charge. In fact, we derive the latest updates and information not just from Boeing, but from all available sources. My attendance at this meeting was imperative to receive unfiltered, first-hand information, directly from the source.

Boeing President and Chief Executive Officer Dennis Muilenburg addressed the group and answered tough questions. He stated that the accidents humbled them. He expressed sorrow for the families of the victims. He stated: "The only sustainable business model is making safe airplanes. Safety is our priority."

A full day of briefings continued with information on all aspects concerning the MAX 8.

Boeing informed the group of the changes they have made to the Maneuvering Characteristics Augmentation System (MCAS), explaining the old MCAS versus the new version of the MCAS.

Boeing has developed an MCAS software update to provide additional layers of protection if the AOA sensors provide erroneous data. The software was put through hundreds of hours of analysis, laboratory testing, verification in a simulator and two test flights, including an in-flight certification test with Federal Aviation Administration (FAA) representatives on board as observers. The additional layers of protection include:

- Flight control system will now compare inputs from both AOA sensors. If the sensors disagree by 5.5 degrees or more with the flaps retracted, MCAS will not activate. An indicator on the flight deck display will alert the pilots.
- If MCAS is activated in non-normal conditions, it will only provide one input for each elevated AOA event. There are no known or envisioned failure conditions where MCAS will provide multiple inputs.
- MCAS can never command more stabilizer input than can be counteracted by the flight crew pulling back on the column. The pilots will continue to always have the ability to override MCAS and manually control the airplane.

These updates reduce the crew's workload in non-normal flight situations and prevent erroneous data from causing MCAS activation.

After presentations, Boeing Vice President of Flight Operations and Chief Pilot, Captain Craig Bomben, guided participants through a session in the MAX 8 simulator. The pilot attendees were given the same parameters that occurred during the Ethiopian disaster. The pilots were able to recover when the MCAS engaged and landed safely. After the simulator exercise, we viewed Boeing's 737 NG to 737 MAX Speed Trim System Differences computer-based training that will be recommended by Boeing for all 737 pilots.

The attendees toured the Boeing Safety Center created for Boeing employees to reflect upon the importance of safety in everything they do. The Safety Promotion Center was created to enhance Boeing's safety culture. Each accident of a Boeing commercial aircraft is memorialized to honor the victims and to emphasize the lessons each accident generated.

As I walked through the center, I reflected on the losses and was reminded of the danger we, Flight Attendants, assume with every flight. I am thankful that in my 25 years at Southwest Airlines, I have experienced safe landings. I have felt confident in that record. We are in uncharted waters with our aircraft being in question. We must never take our record for granted and corners can never be cut. Safety must never be compromised. Boeing created a virtual wall where visitors to the center could leave a personal statement. On the Boeing statement wall, I left Boeing employees with a final thought: "Never take a good safety record for granted."

As President, I am not here to influence you, tell you how to feel, or even make claims about the aircraft. My purpose for writing this is to give you facts and allow you to make your own decisions and receive the benefit of the information I received directly from the source. I will continue to monitor every aspect of the MAX 8 and its return, and be a part of any briefings and information pertaining to our welfare.

My diligence and commitment to safety will remain steadfast. We are aviation safety professionals and first responders, and we will never compromise safety.

- On December 6, 2019 Lyn met with the Negotiating Committee for prep work.
- On Monday December 9, 2019 a prep session was held with the Negotiating Committee.
- Negotiations are scheduled for December 10-11.

Future Leaders

My name is Carolyn Jainarayan and I am a two year BWI based Southwest Flight Attendant. This past week I attended the International Future Leaders Organizing Committee (FLOC) meeting in Dallas/Fort Worth, Texas. The event was held from the 2nd through the 5th of December. There were over 30

individuals that attended the meeting from various locals throughout the TWU. This included other Southwest employees who are members of Locals 555 and 550.

During this meeting we established that Locals 555, 513, and 514 successfully started their own Future Leaders Organizing Committee. The Locals that have started shared information on effective strategies used to mobilize, what social events were successful at bringing members out and also set goals for where they would like to be by our next meeting in April, 2020.

Aside from discussing committee business we attended some workshops about effective communication skills and also had a visit from Gary Shultz. Gary is an Education and Training Coordinator for the TWU. He informed the group of a number of workshops that are offered to the TWU members at no cost and also hosted a work shop on steward training.

Our agenda also included a visit to Tarrant Area Food Bank where we volunteered our afternoon. While we were there we sorted and boxed food for distribution to a network of charities and hunger relief programs. Later that afternoon we were invited to share an evening with the Veterans Committee at Local 513.

The idea of FLOC is to unite young workers throughout the TWU International. Future generations will benefit from this committee because it will generate a solid foundation for members sharing the same passion. It will allow locals nationwide to come together and reflect on challenges in the workplace and current labor events affecting our communities. It's an opportunity for new and young activists to get involved with their locals and advocate for all workers' rights. The Future Leaders Organizing Committee encourages young workers to participate and work with local leadership to connect, educate, and mobilize our workgroups.

As a young worker who is involved in this committee, I am truly inspired. It's a good feeling to be in a room with a group of people who are in various positions at different companies, who each share the same concerns and face the same challenges that I do. I've attended three of the four events that FLOC has held. At each one, I was given so much information about labor laws, contractual obligations, company conspiracies, and basic union protocol. I was never aware of the procedures behind grievances, shop stew training, and board member commitments. Like myself, I know there are numerous members who would be excited to learn about these subjects. I imagine it would inspire them to come to union meetings, tune in to conference calls, and promote union resources. I sincerely believe that this committee will go above and beyond and succeed greatly. I am so hopeful for this committee and now know that it is only when our voices are united that we become too loud to ignore.

-Submitted by Carolyn Jainarayan

Report From:	Vice President - 1
Submitted Report:	
First Vice President Chad Kleibscheidel has remain updated on critical items that could affect our Membership. He has also been kept informed and aware of the day to day proceedings of Union matters and has given opinion, direction, and counsel to the president when solicited. At the direction of the president as her designee, he has assisted in telephone calls, responding to emails, and other correspondence to other Departments and the Membership. Chad also monitors and reacts accordingly to TWU 556 NOC events and multiple daily Inflight Scheduling Shift briefings. He was present and attended all Executive Board meetings in November. He worked closely with the Safety/Health Committees and Management with regard to the MAX 8 grounding. He has continued to foster relationships with the media to further our cause. Chad wants to thank the Members for continued positive feedback, constructive criticism, and becoming more and more informed and active. He wishes all TWU Local 556 Members a safe and happy holiday.	

Report From:	Vice President - 2
Submitted Report:	
2nd Vice President Report November 15-17, 2019 Traveled to Fort Worth, Tx to attend the Ruth Ellinger Leadership Class November 18, 2019 Traveled to Austin, Tx to attend Texas AFL-CIO Working Women Meeting November 19-20, 2019 Traveled to Washington, DC. Toxic Fumes Lobby Day November 21, 2019 Dallas Membership Meeting November 25-27 Traveled to Dallas..Worked in the office December 3, 2019 Meeting For Update on OJI Committee Attendees: Gayle Middleton, Grievance Chair Kay Hogan, Board Member At Large December 4-6 Worked in the Office	

Report From:	Recording Secretary
Submitted Report:	
The following Membership Meeting dates were proposed on November 4th to the National Officers so we can begin the planning and preparation for the First Membership Meeting of 2020. Team A 2.18.2020 - MDW (10:00 local) 2.19.2020 - DEN (10:00 Local) 2.20.2020 - HOU (10:00 local) 2.21.2020 - DAL (10:00 local) Team B 2.18.2020 - LAX (10:00 Local) 2.19.2020 - OAK (10:00 Local) 2.20.2020 - PHX (10:00 Local) 2.21.2020 - LAS (10:00 Local) Final Week: 3.17.2020 - ATL (10:00 local) 3.18.2020 - MCO (10:00 local) 3.19.2020 - BWI (10:00 local)	

Report From:	BMAL
Submitted Report:	
Sean Cooley -Attended Executive Board Meetings in Dallas Nov. 11-14 2019 -Attended LAS membership meeting Nov. 18, 2019 -Attended DEN membership meeting Nov. 19, 2019 -Attended HOU membership meeting Nov. 20, 2019 -NOV 25-27 flew Pairing CB7N out of DEN -NOV 30 flew pairing BA81 out of BWI -DEC 4 flew pairing CA71 out of DEN -Took calls and texts throughout the month and continued to advocate for Flight Attendants	

Report From:	BMAL
Submitted Report:	
Kay Hogan On November 5th I worked with Gayle on the OJI Task Force Lounge Mob preparation as well as preparation for a December 3rd meeting with Mike Sims to discuss uniforms. November 7th I worked on the OJI Task Force Report. On November 11th I attended GRC. November 12 - 14 I attended the Executive Board Meeting. November 18 I attended the LAS Membership Meeting as Recording Secretary, November 19 I attended the DEN MM as Recording Secretary, November 20 I attended the HOU MM as Recording Secretary and November 20 I attended the DAL MM as Recording Secretary.	

Report From:	BMAL
Submitted Report:	
<u>Officer Report December 2019 E.B.</u> <u>Gayle Ross Middleton: Board Member at Large</u> •Gayle continued her work as Grievance Chairperson for TWU Local 556 •November 5th met with BMAL Kay Hogan regarding OJI Lounge Mobilization •November 6th Scheduling meeting with Brandon Hillhouse & SWA leaders •Attended several step two meetings and arbitration preps •November 11, 2019 Grievance Review Committee •Attended Executive Boards November 12-14, 2019 •Monthly Labor Meeting with Labor Relations representatives, Brandon Hillhouse, and Marcy Vinyard on November 18, 2019 •Attended DAL Membership meeting November 21, 2019	

Report From:	DEBM - ATL
Submitted Report:	
Pamila attended the Executive Board Meeting November 12-15. Pamila attended the Atlanta Membership Meeting October 21. Pamila represented Members in Fact-Finding Meetings. Pamila set up the Toys for Tots donation box in the Atlanta Crew Lounge. Pamila participated in the Executive Board conference call December 5. Pamila facilitate the monthly education Lounge Mobilization. Pamila would like to thank Shop Stewards Mel Powe-Tuzun, Lakenya Johnson, Eric McCulley, and Dee Dee McCleod for conducting the November education Lounge Mobilization. Pamila distributed the Galley Gazette, tidied the Union Red-Rack and updated the Union glass case. Pamila remains met with Atlanta Inflight Leaders to discuss issues with the Atlanta Domicile. Pamila continues to answer calls, text messages, and emails from Members.	

Report From:	DEBM - BWI
Submitted Report:	
<u>Baltimore Domicile Executive Board Member Report (November 2019)</u>	
Executive Board • Attended Executive Board week November 11 - 14 • Toxic Fumes Lobby Day Preparations November 15 • Serve as Emergency Officer on Call (EOOC) ○ November 4 – 10 ○ November 11 – 17 ○ November 18 – 24 • Working on branding for the Max 800 RTS plan • Worked as Chair of the D.C Maryland Virginia State Conference ○ Planning stages • Maryland State and D.C. AFL - CIO Convention November 17 – 19 • Toxic Fumes Lobby Day D.C. November 20 Domicile Executive Board Member • Updated BWI Union Glass Case ○ Class I Violations ○ Negotiation Dates ○ Christmas ○ Your Voice = Our Power • Met with BWI Management (topics discussed) ○ Bay Bridge Lane Closures ○ Other topics that BWI Members have brought to my concern Baltimore Shop Stewards • Lounge Mobilization ○ Class I Violations ○ Toys for Tots ○ OJI ○ Your Voice = Our Power • October Fact Finding/Step #2 Meetings ○ Fact Finding - 8 ○ Step #2 - 5 Shop Steward Committee Co-Chair • Committee Report for Executive Board • Shop Steward Monthly Newsletter • Shop Steward issues/complaints that came up throughout the month • Met to discuss new forms of communication with Shop Stewards • Working on Code of Conduct for Shop Stewards	

Report From:	DEBM - DAL
Submitted Report:	
On December 6th Kristie attended the OJI lounge mobilization from 10-4. She also did two meetings the same day with management. Kristie updated the glass case with the Class 1 violations flyer and distributed the Things to Know newsletter. She placed the Toys for Tots box in the lounge and posted the deadline of Dec. 13th. Kristie attended boards Dec 10th thru the 12th. She held a Christmas mobilization for the DAL base to thank them for their support. Kristie also attended the DAL base Christmas party.	

Report From:	DEBM - DEN
Submitted Report:	
Jessica attended the Executive Board Meeting November 12-14. On November 14, Jessica and Board Member at Large Kay Hogan worked with Oakland Domicile Executive Board Member (DEBM) Josh Rosenberg and Baltimore DEBM Damion West to make the Executive Board Highlights video sent to all Shop Stewards. Shop Stewards Chris Albert and Michelle Abramovitch conducted Denver Base Orientation on November 14. Jessica has received very good feedback regarding Denver Base Orientations held on the fourteenth of each month and would like to thank Jamie Simpson, Chris Albert, and Michelle Abramovitch for their service to the Membership. Jessica attended the Denver session of the Membership Meeting on November 19. Jessica sent an E-Connection to the Communications Committee on November 24 which was published to Denver-Based Flight Attendants on November 26. On November 25, Jessica set up the Toys for Tots donation box in the Denver Lounge. Donations of new, unwrapped toys will be accepted through December 16. Jessica met with Denver Base Leadership to get an update on the winter storm expected for November 26. Jessica participated in the Executive Board Conference Call on December 5. Jessica updated the publication for Denver Base Orientation and sent it to the Communications Committee to be published on December 10. Jessica represented Members in Fact-Finding Meetings. Jessica updated the glass case with current material and tidied the red rack. Jessica answered Members' calls, emails, and texts.	

Report From:	DEBM - HOU
Submitted Report:	
David reports he attended the Executive Board Meeting November 12-14. He coordinated with Houston Inflight for our annual toy drive supporting the Houston Fire Department's Operation Stocking Stuffer. David published and E-Connection, conducted several Fact-Finding and Step Two Meetings. David attended the Houston Membership Meeting on November 20. He participated in an Executive Board Conference Call on December 5. He remained in constant contact with the Executive Board and Management.	

Report From:	DEBM - LAS
Submitted Report:	
Rachel reports that she attended the November Executive Board Meeting in Dallas. Rachel attended the Las Vegas Membership Meeting on November 18. Rachel would like to thank Las Vegas Shop Steward Patti Phillips for sewing another beautiful quilt to give away as a door prize. Rachel spent time in the Las Vegas Lounge assisting Members. Rachel participated in the Executive Board Conference Call on December 5.	

Report From:	DEBM - LAX
Submitted Report:	
Trish reports a very busy month in LAX. Trish facilitated five fact finding meetings, planned two educational workshops, and hosted a Thanksgiving luncheon. Trish also attended the NTF event on Dec 6th. Trish spent time in the base answering questions, and visiting with members. Trish placed a new education board in the lounge, and will use it to post materials that coincide with monthly education workshops. Trish wishes to thank LAX Shop Stewards Shelly Lefebvre and Paige Spence for their assistance with the monthly workshops. Trish also wishes to thank LAX Shop Steward Genesis DaVoy for attending the California State Conference.	

Report From:	DEBM - MCO
Submitted Report:	
Jimmy reported that he attended Fact-Finding Meetings and Step 2 Meetings in Orlando. Jimmy attended the Executive Board Meeting November 12-14, 2019. Jimmy met with Orlando Base Management to discuss various topics, one specifically, the issues with the main employee parking lot and shuttles. Jimmy gave a list of ideas that will be passed on at the next meeting. The next meeting date is still undetermined. Jimmy will collect the 2019 Toys For Tots boxes Saturday, December 14, 2019. The glass case is updated with the current Class 1 Work and Conduct Rule violations and charts.	

Report From:	DEBM - MDW
Submitted Report:	
Donna reports an increase during the month of November for Fact-Finding and Step 2 Meetings in the Chicago Base for many reasons including points, UM procedures, FTR, UTC, and dishonesty. Donna has had conversations with and met 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 current issues and answering questions. Donna advised Shop Stewards and Flight Attendants concerning various issues throughout the month and has been in communication with Shop Stewards, Grievance Staff, and Executive Board Members. Donna attended the Executive Board Meeting in November. Donna has been available and in communication with the Chicago Members via phone, email, and text.	

Report From:	DEBM - OAK
Submitted Report:	
Josh attended the November session of Executive Boards as well as an Executive Board conference call on December 5th. Josh is please to announce that we area again working with the Alameda County Community Food Bank doing a Virtual Food Drive. Please visit https://www.vfd-accfb.org/grouphome.aspx?ID=7277 to donate and learn more. The Food Drive will last through January 1, 2020. Josh has been present in the lounge and stayed in contact with Base Leadership about trending discipline.	

Report From:	DEBM - PHX
Submitted Report:	
• Reviewed Grievances and wrote a Base Report for the December Board Meeting • Was on an Executive Board Conference Call on December 5 • Did 3 Fact-Finding Meetings • Wrote an E-Connection for November • Was in the lounge speaking with Members and distributed Union Pins, Lanyards, and Bag Tags • Organized the red rack • Updated the Glass Case with the Class 1 poster • Placed the latest Things to Know on the red rack • Posted screenshots from the December Things to Know on the PHX Base Pages • Attended a Parking meeting with Meggan and Assistant Base Manager Heidi Patrick. At the meeting we asked the Assistant Aviation Director Charlene Reynolds for more rooftop spaces, the ability to self manage our current allotment of rooftop spaces, and a monthly rate for the East Economy Garage. Charlene said that the airport is getting out of the parking business and is going to contract the lots out, so she couldn't commit to any new changes. Charlene said that the airport is building a SkyTrain station at 24th Street along with plans for a hotel on airport property. • Picked up the first batch of Toys for Tots and posted a reminder on social media along with a funny picture reminding the base that the deadline is December 15. • As liaison to the Education Committee reached out to Amanda Gauger to see if there is anything that she would like me to present to the Board on her behalf	

- Continues to stay in touch with the Executive Board, Shop Stewards, and the Membership via phone, email, text, or social media

