

Executive Board Meeting Synopsis February 11-12, 2020

Tuesday; February 11th

0900 Call to Order – Chad Kleibschedel, First Vice-President

We appear to have a quorum

TWU International Pledge- LaTonia Paul Benoit

Pledge of Allegiance- Executive Board Members

Jessica Parker made a **motion (1)** to excuse Rachel Brownfield from the Tuesday session of the Executive Board Meeting for personal reasons. Jimmy West **seconded** the motion. The Executive Board agreed by consensus. The motion **carries**.

Gayle Ross Middleton made a **motion (2)** to excuse Kay Hogan from the Tuesday AM session of the Executive Board Meeting for personal reasons. LaTonia Paul Benoit **seconded** the motion. The Executive Board agreed by consensus. The motion **carries**.

Sean Cooley made a **motion (3)** to excuse Chantil Huskey from the February Executive Board Meeting for personal reasons. Kristie Scarbrough **seconded** the motion. The Executive Board agreed by consensus. The motion **carries**.

Gayle Ross Middleton made a **motion (4)** to excuse Charla Miller from the February Executive Board Meeting for personal reasons. Eric Weis **seconded** the motion. The Executive Board agreed by consensus. The motion **carries**.

LaTonia Paul Benoit made a **motion (5)** to excuse Lyn Montgomery and John Parrott from the February Executive Board Meeting for union business. KeyAnder Early **seconded** the motion. The Executive Board agreed by consensus. The motion **carries**.

Gayle Ross Middleton made a **motion (6)** to excuse Kay Hogan from the Thursday session of the Executive Board Meeting for union business. Eric Weis **seconded** the motion. The Executive Board agreed by consensus. The motion **carries**.

Eric Weis made a **motion (7)** to excuse Gayle Ross Middleton from the Wednesday and Thursday session of the Executive Board Meeting for union business. Jimmy West **seconded** the motion. The Executive Board agreed by consensus. The motion **carries**.

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

Correspondences:

TWU International: Illinois/Indiana State Conference
TWU International: Working Women's Committee
TWU International: Legislative and Political Conference Information

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

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

The Executive Board entered executive session at 0925 and exited at 1008 to review the **Negotiations Committee Report** with Joe Skotnik, Denny Sebesta, LaShaye Hutchinson and Liz Howayeck.

The **Grievance Review Committee Report** was presented by Gayle Ross Middleton. Grievance Team Members Brandon Hillhouse and Marcy Vinyard were also present. The Executive Board reviewed the consent calendar and accepted it as presented by consensus.

*The Executive Board took a break at 1030
Chad Kleibscheidel called the Meeting to order at 1050*

Termination Grievances

(Grievance Team Members Brandon Hillhouse, Barbara Fitzhugh and Marcy Vinyard were present.)

Eric Weis made a **motion (8)** to not proceed with the grievance case. Sean Cooley **seconded** the motion. The motion **carries**.

Damion West made a **motion (9)** to not proceed with the grievance case. Gayle Ross Middleton **seconded** the motion. The motion **carries**.

Josh Rosenberg made a **motion (10)** to not proceed with the grievance case. Eric Weis **seconded** the motion. The motion **carries**.

*The Executive Board went to lunch at 1235
Chad Kleibscheidel called the Meeting to order at 1430*

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

Gayle Ross Middleton submitted the **Grievance Report** for review, and it is attached. Grievance Team Member Ann Claire Crawford entered the Meeting to discuss the scheduling of meetings with the Company.

Officer Reports (All written reports that were submitted are attached.)

President Report- Lyn Montgomery submitted a report for review.

1st Vice-President Report – Chad Kleibscheidel submitted a report for review.

2nd Vice-President Report- LaTonia Paul Benoit submitted a report for review.

Recording Secretary Report- KeyAnder Early submitted a report for review.

Board Members at Large Reports *(All written reports that were submitted are attached.)*

Sean Cooley submitted a report for review.

Kay Hogan submitted a report for review.

Gayle Ross Middleton submitted a report for review.

Eric Weis submitted a report for review.

Domicile Executive Board Member Reports *(All written reports that were submitted are attached.)*

Atlanta – Pamila Forte submitted a report for review.

Baltimore – Damion West submitted a report for review.

Chicago – Donna Keith submitted a report for review.

Dallas – Kristie Scarbrough submitted a report for review.

Denver – Jessica Parker submitted a report for review.

Houston – David Jackson submitted a report for review.

Los Angeles- Trish Damstra submitted a report for review.

Orlando – Jimmy West submitted a report for review.

Oakland – Josh Rosenberg submitted a report for review.

Phoenix – John DiPippa submitted a report for review.

Chad Kleibscheidel recessed the Meeting at 1605

Wednesday; February 12th

0900 Call to Order- Chad Kleibscheidel, First Vice-President

Guest Parliamentarian Al Gage was present at the Meeting.

Sean Cooley made a **motion (12)** to excuse Kristie Scarbrough from the Wednesday session of the Executive Board Meeting for personal reasons. Jimmy West **seconded** the motion. The Executive Board agreed by consensus. The motion **carries**.

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

Standing Committee Reports *(All written reports that were submitted are attached.)*

CISM – Eileen Rodriguez submitted a report for review.

Scheduling Committee – Xander Ricker submitted a report for review.

Health Committee- Michele Moore submitted a report for review.

Safety Committee- Michael Massoni and Jannah Dalak submitted a report for review.

Education Committee- Amanda Gauger submitted a report for review.

Professional Standards – Kurtis Beggs submitted a report for review.

Uniform Committee- Lisa Happer submitted a report for review.

*Mobilization/Organizing Committee – The committee did not have a report to present. David Jackson made **motion (13)** a motion to appoint Kay Hogan as co-chair of the Mobilizing/Organizing Committee. John*

DiPippa **seconded** the motion. The chair ruled that this motion is to serve as an additional co-chair to the committee. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	EXCUSED	Forte (ATL)	YEA
Kleibscheidel, 1st VP	CHAIR	D. West (BWI)	YEA
Paul Benoit, 2 nd VP	YEA	Scarborough (DAL)	EXCUSED
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	EXCUSED	J. West (MCO)	YEA
Miller- BMAL	EXCUSED	Keith (MDW)	YEA
Ross Middleton - BMAL	EXCUSED	Rosenberg (OAK)	YEA
Weis – BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

Civil and Human Rights Committee (CHRC) – Pamila Forte, LaTonia Paul Benoit and Heather Kelly-Gray submitted a report for review. Damion West made a **motion (14)** to accept the design of the Civil and Human Rights Committee proposal for a new series of pins to distribute to the Membership. Josh Rosenberg **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Montgomery, President	EXCUSED	Forte (ATL)	YEA
Kleibscheidel, 1st VP	CHAIR	D. West (BWI)	YEA
Paul Benoit, 2 nd VP	YEA	Scarborough (DAL)	EXCUSED
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	EXCUSED	J. West (MCO)	YEA
Miller- BMAL	EXCUSED	Keith (MDW)	YEA
Ross Middleton - BMAL	EXCUSED	Rosenberg (OAK)	YEA
Weis – BMAL	YEA	DiPippa (PHX)	YEA

The motion **carries**.

Damion West made a **motion (15)** to accept the Civil and Human Rights Committees proposal to distribute Union Membership Cards to all Members in Good Standing. Eric Weis **seconded** the motion. The Executive Board agreed by consensus. The motion **carries**.

*The Executive Board took a break at 1040
Chad Kleibscheidel called the Meeting to order at 1100*

Shop Steward Committee – Damion West submitted a report for review. Jessica Parker made a **motion (16)** that elected Shop Stewards who were trained in Education or Mobilization/Organizing will be given the first opportunity to work Lounge-Mobilizations organized by the Education or Mobilization Committees prior to offering those positions to non-Shop Stewards. Rachel Brownfield **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carries**.

Special Committee Reports *(All written reports that were submitted are attached.)*

Flight Attendant Drug and Alcohol Program (FADAP) – Natalie Salser and Tom Spillers submitted a report for review.

LODO- Lyn Montgomery submitted a report for review.

New Hire Committee – Joe Skotnik submitted a report for review.

Satellite Bases - Lyn Montgomery submitted a report for review.

The Executive Board went to lunch at 1228

Chad Kleibscheidel called the Meeting to order at 1400

Guest Parliamentarian Al Gage was present at the Meeting.

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

Special Committee Reports *(All written reports that were submitted are attached.)*

Scholarship Committee- Jessica Parker submitted a report for review.

Survey Committee- VeAnne Reeder submitted a report for review.

Technical Services - Drew Kennedy submitted a report for review.

Veterans Committee – Chris Sullivan and Wayne Tipton submitted a report for review.

WISE Committee - Jessica Parker submitted a report for review.

Unfinished Business

- Policies and Guidelines: LaTonia Paul Benoit provided the Executive Board with an update. It is in revision status for Board approval.

The Executive Board entered executive session from 1407-1435

The Executive Board took a break at 1435

Chad Kleibscheidel called the Meeting to order at 1500

John Parrott presented the December 2019 and January 2020 **Financial Reports** for review via conference call.

New Business

- Standing Committee Videos and Photos: Pamila Forte reminded everyone to ensure photo releases are completed during Union activities.
- Atlanta ROR / Hardship Agreement: Pamila Forte would like to ensure the Union is notified of any hardships that are granted in the bases.
- Board Meeting Agenda: The Executive Board discussed how to address Board Meetings that fall short of three days of business. The Board agreed that if the business is completed before the scheduled adjournment date, Executive Board Members will have the option to work in the office on the day removed from the schedule and will be paid accordingly. Executive Board Members were encouraged to work on the Strategic Plan on Thursday if they had any outstanding items. The Executive Board agreed by unanimous consent, that the Recording Secretary can adjust the Board Meeting schedule as needed.
- First Membership Meeting 2020: KeyAnder Early reminded everyone of the Meeting and shared which officers will be conducting the domicile meeting sessions.

Damion West made a **motion (17)** to adjourn. Eric Weis **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carries**.

Chad Kleibscheidel adjourned the Meeting at 1657

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



KeyAnder Early
TWU Local 556 Recording Secretary



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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FEBRUARY 2020 OFFICERS REPORTS

Report From:	President
Submitted Report:	
Feburary 2020 President's Report • On Tuesday, January 14 -16, 2020 Lyn chaired the January Executive Board Meeting. • On Friday January 17, 2020 Lyn attended a Negotiating Team Preparation Session for the January 21- 23 Negotiating Session. • On Tuesday January 21, 2020 Lyn attended a Negotiation Session with the Negotiating Team and Management. • On Wednesday January 22, 2020 Lyn and the entire Negotiating Committee continued with Negotiations. • On Thursday January 23, 2020 Lyn attended Negotiations. For more information please see the Negotiating Committee Updates on the TWU Local 556 webpage. • Later that same day Lyn and other Union leaders attended the Southwest Airlines Earnings Meeting followed by the monthly Max 8 Update Meeting held by COO Mike VanDeVen. During this meeting, Lyn stressed the importance for Management to understand and respond to the unique needs of the Flight Attendant work group due to the MAX 8 grounding. Lyn, Vice President Kleibscheidel and the TWU Local 556 Safety Committee continue to monitor the events surrounding the MAX 8 grounding. • On Friday January 24, 2020 Lyn worked with the Negotiations Committee. • Lyn conferred with the Health Committee Chairperson Michele Moore, and Safety Committee Chairpersons Michael Massoni and Jannah Dalak , regarding the Coronavirus epidemic and its impact. Lyn coordinated with Communication Chairpersons Charla Miller and the Health and Safety team to ensure timely communications were published on the matter. Lyn wants to thank Michele Moore, Michael Massoni, Jannah Dalak and Charla Miller for their dedication. • On Monday January 27- 31, 2020 Lyn led a Strategy and Planning Session with the TWU Local 556 Negotiating Committee, including TWU Local 556 International Advisor Thom McDaniel and Legal Strategist Lucas Middlebrook. The session was at the Crown Plaza Ravine in Atlanta, where the entire team committed to work from morning until late in the evenings. The meeting was highly productive. • On February 3, 2020 Lyn attended a Negotiating Team preparation session for the next bargaining session with the Company. • On February 4- 6, 2020 Lyn attended a Negotiating Session with the Negotiating Team and Management. The Union hosted this session. Please see Negotiating Committee Update #21. • On February 7, 2020 Lyn attended a Membership Meeting Preparation conference call with Officers Chad Kleibscheidel, LaTonia Benoit, KeyAnder Early and John Parrot.	

- Lyn facilitates a weekly conference call with Officers Chad Kleibschedel, LaTonia Benoit, KeyAnder Early and John Parrot. During these short calls, the Officers discuss one another's obligations and duties for the week and any other relevant information. Lyn wants to thank them for participating in these calls as it has improved communication and generated good teamwork.
- Lyn was the keynote speaker on a conference call with the Negotiations Task Force Members. These Members have volunteered to participate in the Airport Outreach program sponsored by the Negotiating Team held in the domiciles on February 9 and 12. Lyn educated the volunteers about the Negotiating Team's technology campaign. Lyn discussed the Company's overly invasive technology rules and the need to secure contract language that ensures Flight Attendant's data information privacy is protected. Without clear language modern technology will affect our work and life balance and threaten our employment.
- Lyn has been working with the Communication Chairperson Charla Miller and Videographer John Long to produce videos that deliver timely messages directly to Members. Videos have proven to be a desired form of communication for many Members. Lyn wants to thank the Executive Board, the Education Committee, Grievance Committee and the Shop Steward Committee for the video messages it has created. Positive feedback has been received from many Members about the local's utilization of this medium. TWU Local 556 offers different types of communication including emails, printed publications, videos, social mediums, conference calls, and even podcasts to offer a variety of ways to reach a large audience.
- Lyn continues to coordinate with Grievance Chairperson Gayle Middleton and Grievance Leaders concerning grievance issues and concerns. The issues include but are not limited to disappearing trips, Monthly release time, arbitration and case consultation, MAX 8 issues, work rule concerns and labor management. Lyn wants to thank Gayle and her team for their dedication and work.
- Lyn wants to thank those 556 Members who have sent her thoughtful messages, flowers and constructive feedback. Lyn is thankful and honored to represent the Brothers and Sisters of TWU Local 556.

Report From:	Recording Secretary
Submitted Report:	
Bylaw Update: The bylaw amendments that had a favorable vote, have been submitted to TWU International for final approval. International confirmed receipt of the amendments and will be reviewing them during the first quarter. Electronic Meetings: In preparation of the Local further exploring the use of electronic meetings, I have met with Tech Services to review the inventory that we have and see what is needed. We will continue to work together and prepare options for the Executive Board to review. Parliamentarian Search: Six parliamentarians have been contacted regarding the opportunity. Information will be presented to the Executive Board.	

Report From:	Vice President - 1
Submitted Report:	
First Vice President Chad Kleibscheidel has had briefing meetings or telephone calls with the President to remain updated on critical items that could affect our Membership. He has also been kept informed and aware of the day to day proceedings of Union matters and has given opinion, direction, and counsel to the president when solicited. At the direction of the President as her designee, he has assisted in telephone calls, responding to emails, and other correspondence to other Departments and the Membership. Chad also monitors and reacts accordingly to TWU 556 NOC events and multiple daily Inflight Scheduling Shift briefings. He was present and attended Executive Boards in January. He worked closely with committees on the 800 MAX RTS, supported the Grievance staff, worked in the office in Dallas, attended several Management meetings with the president, worked with communications and the uniform committee. Also continued to monitor Executive Board emails and continues to work on the MAX issues and is monitoring the coronavirus outbreak. Ensured that Special Committee Members and Union work would be permitted during the Time Away Program. He attended the Digital Security meeting at headquarters as well as Southwest Airlines quarterly earnings. Worked with safety to ensure our Emergency Response Plan is current and all contact info is accurate.	

Report From:	Vice President - 2
Submitted Report:	
<i>2nd Vice Preseident Report</i> January 13-15 Attended Executive Board Meeting in Dallas January 16-19 Attended MLK Conference in DC January 21-22 Worked in the office Top 5 Weekly Conference Call January 23-26 Attended Texas AFL-CIO COPE Conference, Austin Chair Resolutions Committee January 28 Worked in office Data Privacy Meeting TWU Working Women Chair and Co-Chairs Meeting via Conference Call January 29 Worked in office Top 5 Weekly Conference Call Attended American Airlines Pilot Picket Event January 30 Worked in the office February 4 TWU Working Women Meeting Chair and Co-Chairs via Conference Call Flight Attendant Government Affairs Monthly Call February 5 Top 5 Weekly Conference Call February 6 OJI Meeting West Coast Worked in the office February 7-9 Attended Ruth Ellinger Texas AFL-CIO Labor Leaders School, San Antonio Block Walking for Jessica Cisneros Candidate for U.S. House of Representatives, TX-28	

Report From:	BMAL
Submitted Report:	
Sean Cooley BMAL Attended Executive Board Meetings in Dallas January 13-16 Flew DEN pairings CAEG on the 7th Flew DEN pairing CS1A on the 20th Spent the 22nd in the Denver lounge mobilizing on SMV along with Angie Shafer, CISM Member Flew DEN pairing CAB6 on the 23rd Flew MCO pairing FS1M on the 26th Took calls, emails, and texts throughout the month helping Flight Attendants with issues related to contract, discipline, fact finding meetings, and negotiations.	

Report From:	BMAL
Submitted Report:	
Kay Hogan: On January 2 & 3 I assisted the Grievance Staff with the MAX Loss of Pay research. On January 7 - 10 I assisted the Grievance Staff with Dishonesty Termination Case research. On January 10 I participated in the Conference Call for the SMV Lounge Mob. On January 14 - 15 I attended the Executive Board Meeting. On January 21 - 24 & January 27, 28 & 31 I assisted the Grievance Staff with Disappearing Trip Group Grievance research.	

Report From:	BMAL
Submitted Report:	
<u>Officer Report February 2020 E.B.</u> <u>Gayle Ross Middleton: Board Member at Large</u> •Gayle continued her work as Grievance Chairperson for TWU Local 556 •Wrote article for Galley Gazette •January 8th met with Chad Kleibscheidel regarding uniform issues •January 9th met with LaTonia Paul-Benoit and Ann Claire Crawford regarding OJI meeting •January 10th BMAL's Kay Hogan, Chantil Huskey and I held a conference call regarding the upcoming SMV Lounge Mobilization on Jan 22nd •January 13, 2020 Grievance Review Committee •Attended Executive Boards January 14-15, 2020 •Participated in several arbitration prep meetings •Continued work on MRT issues and potential settlements •Worked on Time Away language •Prepared for OJI February meeting •Monthly Labor Meeting with Management January 23rd	

Report From:	BMAL
Submitted Report:	
*attended Executive Boards 13-16 Jan 2020 * attended GRC 13 Jan 2020 * fielded calls, emails, messages on social media, satellite bases, and negotiations. * worked 5 pairings in the month of Jan 2020. Continued to emphasize your voice our power movement and unity as co workers as we continue contract negotiations while working online.	

Report From:	DEBM - ATL
Submitted Report:	
Pamila attended the Atlanta Central Labor Council Meeting at the IBEW Building in Atlanta, GA, January 8. Pamila met with Denver Domicile Executive Board Member and Women's Issues, Service, and Education (WISE) Committee Chairperson Jessica Parker on January 13, to continue preparations for the upcoming Diversity and Inclusion / Sexual Harassment and Assault training scheduled for January 26 and 27. Pamila would like to thank WISE Committee Chairperson Jessica Parker, Critical Incident Stress Management Chairperson (CISM) Committee Chairperson Eileen Rodriguez, and Professional Standards Committee Chairperson Kurt Beggs for working together on this very important training. Pamila attended the Executive Board Meeting January 14-15. Pamila traveled to Washington, D.C., and volunteered her weekend to attend the 2020 AFL-CIO Martin Luther King Jr. Civil and Human Rights Conference January 17-19. Pamila worked with Oakland Shop Steward Angie Kilbourne to create a Black History Month poster for the Domicile Executive Board Members to post in the Union Glass Case. Pamila attended the TWU Georgia State Conference Meeting in Augusta, GA., January 25. Pamila wrote an article for Unity Magazine highlighting the Atlanta Shop Stewards. Pamila published an E-Connection January 28. Pamila will be in attendance for the upcoming volunteer event to honor our late Union Leader Gwen Dunivent-York, on February 14, at Trusted World in Garland, TX. Pamila updated the Union Glass Case, and tidied the Red-Rack. Pamila continues to meet with Atlanta Inflight leadership, answer calls, email, and text messages form Members.	

Report From:	DEBM - BWI
Submitted Report:	
<u>Baltimore Domicile Executive Board Member Report (January 2020)</u> Executive Board • Attended Executive Board week 1/13 - 1/16 • Executive Board Conference Call 1/7 • Emergency Officer On Call in Office 1/27 - 1/31 - o Research for upcoming Arbitration - o Step #2 Meeting with Grievance Leaders - o APA Informational Picketing - o Data Privacy Event SWA Headquarter • Attended MLK AFL-CIO Civil and Human Rights Conference 1/17 - 1/19 • Attended TWU International Power-Up Grassroots Training 2/4 - 2/5 NYC • Worked Pairings - o BACW - 1/22 - o BS15 - 1/23 -1/24 • Worked as Chair of the District of Columbia Maryland Virginia State Conference - o Planning for first State Conference meeting - o Recruiting TWU Members from 555 - o Appointment of Co-Chairs ▪ Lucy White-Lehman ▪ Gaylie Corens Domicile Executive Board Member • Updated BWI Union Glass Case - o Class I Violations - o Negotiation Dates - o Black History Month - o Your Voice = Our Power • Met with BWI Management (topics discussed) 2/7 - o New Fatigue procedures - o Other topics that BWI Members have brought to my concern • E-Connection sent out on 1/19 - o Base News - o Changes in Lounge Mobs - o Grievance Report Baltimore Shop Stewards • December Fact Finding/Step #2 Meetings - o Fact Finding - 13	

o Step #2 - 9

Shop Steward Committee Co-Chair

- Committee Report for Executive Board
- Weekly updates with Committee Chair
- Corresponded with NTF Leader
- Corresponded with Grievance Chair
- Shop Steward Monthly Newsletter
- Shop Steward Conference Call December 13
- 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:	
Kristie was in attendance for the Executive Board meeting. She participated in the Honor Gwen York Volunteer Day at Trusted World in Garland Texas. She continues to do fact finding meetings in the base. There has been an increase in customer complaint meetings. Kristie will host a lounge mobilization to honor the DAL based flight attendants for Valentines Day. She updates daily on her Dallas Union Connection FB page all base and union news as well as bidding reminders. Kristie is attending the Dallas Rally in Grand Prairie. Kristie is scheduled to meet with base leadership this month.	

Report From:	DEBM - DEN
Submitted Report:	
On January 13, Jessica met with Atlanta Domicile Executive Board Member (DEBM) Pamila Forte regarding Diversity and Inclusion / Sexual Harassment and Assault Training taking place on February 26 and 27. The goal of this training is to provide additional resources and guidance to members of Professional Standards, Critical Incident Stress Management (CISM), and the Grievance Team to better support our Members. Jessica would like to thank Pamila for her dedication and hard work in organizing this training that will be a benefit to all involved. On January 13, Jessica also met with Baltimore DEBM Damion West and Recording Secretary KeyAnder Early to discuss an article highlighting the importance of Unions being involved in the political process. This article is a result of the 2019/2020 Strategic Plan and will be the first of a series of articles intended to educate the Membership on why it's vital that Unions are involved in politics and legislative efforts. This series of articles will be published in the Galley Gazette. Jessica attended the Executive Board Meeting January 14-16. Jessica submitted an article highlighting community activism, specifically volunteer efforts with SafeHouse Denver, that will be published in the upcoming Unity Magazine. Jessica submitted an article to the Communications Committee announcing the Michael J. Quill Scholarship Fund that was published to the Membership on January 21. Jessica submitted a follow-up article to the Communications Committee that clarified the application process for the Micheal J. Quill Scholarship Fund that was published to the Membership on January 27. Jessica submitted a short blurb for DEBMs to include in their E-Connections announcing the Quill Scholarship. Jessica wrote an article about why Unions are involved in politics and submitted it for review and edits to 2nd Vice President LaTonia Benoit, Baltimore DEBM Damion West, and Oakland DEBM Josh Rosenberg. Jessica submitted the final article to KeyAnder Early on February 6. Jessica submitted a reminder for Denver Base Orientation to the Communications Committee on February 6. Jessica is thrilled to announce that Denver Shop Steward Zach Hart agreed to join Shop Stewards Jamie Simpson, Michelle Abramovitch, and Chris Albert to assist with conducting Denver Base Orientation. Jessica organized a volunteer event to honor our late Union Sister Gwen Dunivent-York that will take place on February 14. Jessica answered Members' emails, calls, and texts, and remained in touch with Denver Inflight Leadership on issues specific to the Denver Base.	

Report From:	DEBM - HOU
Submitted Report:	
David reports he attended the Executive Board Meeting January 14-16. David coordinated with the VIP supplemental insurance representatives for set up in the inflight lounge. David wrote an article for Unity magazine and published an E-Connection during the month of January. David met with Houston Base Manager Dori Peveto to discuss the large number of Fact-Finding Meetings held in the Houston base. David is happy to report the number of meetings held in Houston has since declined. David conducted a lounge mobilization on Human Trafficking along with Shop Stewards Lisa Thomas and Patsy Payne. David updated the Union Glass Case and the red rack. David remained in constant contact with the Executive Board, Grievance Team and Inflight Management.	

Report From:	DEBM - LAX
Submitted Report:	
LAX had a great educational month with a Human Trafficking Lounge Mob, and A Social Media Awareness Workshop. Trish would like to thank Shop Stewards Genesis DaVoy, and Febe Adams for hosting these important events! Trish wishes to thank ATL DEBM Pamila Forte for organizing, and providing the material for the Human Trafficking Event. Trish also thanks Chantil Huskey, and Gayle Middleton for their work organizing the Social Media Event. Trish attended the January executive boards, met with the base staff, wrote a monthly EConnection and attended the Social Media Awareness event. Trish was also able to take vacation, and wishes to thank Paige Spence for her assistance with the base during vacation. Trish also thanks the LAX based Shop Stewards for their hard work facilitating Fact Finding meetings this month. Trish would like to express her appreciation to the grievance staff for their assistance with Fact Finding meetings, and the support they provide to the membership.	

Report From:	DEBM - MCO
Submitted Report:	
Jimmy reported that Fact-Finding Meetings are down in Orlando. Jimmy reported that at the time of this writing, there is one Class 1, 2: Dishonesty case pending a decision. Jimmy reported that he attended the January Executive Board Meeting January 14-16. Jimmy reported that he had several calls regarding the email sent to the Membership discussing Flight Attendant's having a 'side job'. Most Flight Attendant's he spoke to were confused by the email. Jimmy would like to thank MCO Shop Steward Barbara Page for conducting the social media awareness lounge mobilization. Jimmy reported he has spoken to several Flight Attendant's who live in the Tampa area and has received a very positive response regarding the TPA satellite base opening announcement. Those he spoke with are very excited for the satellite base to open. Jimmy reported he has met with Orlando Base Management to discuss various topics. Jimmy continues to be available to the Members in Orlando and Fort Lauderdale.	

Report From:	DEBM - MDW
Submitted Report:	
Chicago Base Report December 2019 Donna reports a during the month of January Fact-Finding and Step 2 Meetings in the Chicago Base. Meetings were conducted for various 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 January. Donna has been available and in communication with the Chicago Members via phone, email, and text. Donna assisted in the fund-raising Tamale Day on January 17, coordinated by Flight Attendant Gerardo Rangel and assisted by Flight Attendant Sandra Hall. The funds raised are going to be used to pay for Flight Attendant participation in the Chicago Pride Parade 2020. Donna would like to thank Gerardo, Sandra, Assistant Base Manager Cyndi Faulkner, as well as the Chicago Base Leadership for all their hard work for this cause.	

Report From:	DEBM - OAK
Submitted Report:	
Josh attended the January 2020 session of Executive Board Meetings. Josh was present in the OAK lounge during the month and updated the glass case and red rack. Josh represented Flight Attendants in Fact Finding and Step 2 Meetings throughout the month and continues to be available by phone, text, and email to his Members.	

Report From:	DEBM - PHX
Submitted Report:	
• Reviewed Grievances and wrote a Base Report for the February Board Meeting • Did 3 Fact-Finding Meetings • Wrote two E-Connections for January • Was in the lounge speaking with Members and distributed Union Pins and Bag Tags • Organized the red rack • Updated the Glass Case with the Black History Month poster • Wrote a Unity article • Met with Teresa Wilking about a supplemental insurance issue in the base • Did research on Uber/Lyft trip fee • 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 • Wants to thank Shop Stewards Rob Riddell and Lynn Eckert for being in the lounge for the Digital Media Awareness Lounge Mob • Wants to thank 1st VP Chad Kleibscheidel for his assistance with a Member	



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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FEBRUARY 2020 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
January has been a very busy month for the Civil and Human Rights Committee. Pamila met with Denver Domicile Executive Board Member and Women's issues, Service, and Education (WISE) Committee Chairperson Jessica Parker on January 13, to discuss the upcoming Diversity and Inclusion / Sexual Harassment and Assault training. Pamila remains in contact with Critical Incident Stress Management (CISM) Committee Chairperson Eileen Rodriguez, Professional Standards Committee Chairperson Kurt Beggs, and WISE Committee Chairperson Jessica Parker to prepare for the training. The training will involve five Local 556 Standing Committees, and 50 Members are expected to attend. Pamila attended several conference calls with the facilitators of the training; National Vice President for Coalition of Labor Union Women (CLUW) Janet Hill, CEO of the RDR Group Richard Brandt, and Phoenix District Office Regional Attorney for the Equal Employment Opportunity Commission (EEOC) Mary O'Neill, to discuss the training criteria. Pamila and Heather Kelly-Gray worked together to communicate with 20 Members attending the AFL-CIO Dr. Martin Luther King Jr. Civil and Human Rights Conference. TWU Local 556 had a large showing this year, with 25 Members in attendance. Pamila would like to thank the Executive Board Members, Shop Stewards, and Members in attendance for joining CHRC for the AFL-CIO Martin Luther King Jr. Civil and Human Rights Conference. Pamila would also like to thank Heather Kelly-Gray for all of her hard work assisting the Members attending. And, CHRC would like to thank TWU President John Samuelson and TWU International for hosting several events over the weekend. Pamila assisted with four communications to be published in January; Human Trafficking Awareness Month, Dr. Martin Luther King Jr. Day, Black History Month, and Unity magazine. Pamila worked with Oakland Shop Steward Angie Kilbourne to create a Black History Month poster for the Domicile Executive Board Members, to post in the Union Glass Case. CHRC would like to thank Angie Kilbourne for her hard work creating the posters. Pamila would also like to thank Atlanta Shop Steward Eric McCulley for assisting with editing for CHRC. Pamila worked with a graphic designer to create a new series of TWU Local 556 Union Pins to distribute to Members. The Pins will be presented to the Executive Board for approval at the next meeting, February 14-16. Pamila had a conversation with two Agents from the Federal Bureau of Investigations (Atlanta) to schedule their second Human Trafficking Awareness training, in the Fall.	

Heather Kelly-Gray's Report:

Heather Kelly-Gray reports that she assisted Members attending the 2020 AFL-CIO Dr. Martin Luther King Jr. Civil and Human Rights Conference, scheduled for January 17-19, in Washington, D.C. Heather communicated via email, text messages and calls with all 20 Members attending the conference. Heather assisted in four communications for the month of January, such as; Human Trafficking Awareness Month for Galley Gazette, Black History Month Facebook post, Martin Luther King Day Facebook post, and a Unity Magazine Article to be published in February. Heather would like to thank Pamila Forte for her hard work on the 2020 AFL-CIO Dr. Martin Luther King Jr. Civil and Human Right Conference.

Report From:		CISM
Submitted Report:		
The CISM Team responded to a total of 125 Incidents and spoke to 200 Flight Attendants during the month of January.		
Assault	1	
Birdstrike	2	
Calls Related to Death of FA	3	
Crew Member Harassment	1	
Crew Member Illness	4	
Debriefing - Team Member	5	
Declared Emergency	3	
Decompression/Pressurization	2	
Diversion	1	
FA Death	3	
FA Death of Family Member	9	
FA Illness	6	
FA Injury	2	
FA Involved in Incident - Off Duty	1	
Fear of Flying	1	
Incident on RON	1	

Medical Emergency	25
Natural Disaster	11
NOC Rotation Review	3
Other	2
Passenger Misconduct	5
Personal Issue	27
Sexual Harassment or Assault	1
Slide Deployment - Inadvertant	1
Smoke or Fumes in Aircraft	2
Termination/ Fact Finding	1
Turbulence	2
Total Incidents	125
FAs Assisted	200

Report From:	Communications
Submitted Report:	
Unity Magazine: The Unity Magazine is on schedule to be released the week of February 24th.	

Report From:	Education
Submitted Report:	
Amanda continues to add and remove members to/from the Official TWU Local 556 Facebook Group, ensuring the Members of the Group are Southwest Flight Attendants. The Official Group has 8,290 Members. She has started making polls on the Official TWU Local 556 Facebook Group to gauge Member knowledge about contractual language. The first group of polls have been about duty day and rest. In addition to the polls, she made one post about the Time Away program. She also made one Facebook Live about the Time Away program. It has been viewed 2,330 times. Amanda contributed a Q&A to the Shop Steward newsletter that gives Shop Stewards tips on how to help Members who are facing a Fact Finding meeting. She also contributed an article to the upcoming Unity Magazine.	

Report From:	FADAP
Submitted Report:	
MCO Base Coordinator Mikel Kendle attended a meeting with the Mco Base Supervisors and Managers to discuss and answer questions regarding the Flight Attendant Drug and Alcohol Program, (FADAP). Mikel also held a Lounge Mobilization for the Mco Flight Attendants on January 8. TWU556 FADAP Liason, Charla Miller, helped create an Email Blast describing the rules concerning Drug Testing In the workplace to be sent out to the Membership. 2nd Vice President, La Tonia Benoit, followed up with FADAP Co-Chairs regarding progress and communication on a Second Chance Agreement. Co-Chair Tom Spillers, started work on a letter to be signed by the Unions and presented to Southwest Airlines Management to move forward in discussions of a Second Chance Agreement.	

Report From:	Grievance
Submitted Report:	
February 2020 Executive Board Report <u>TOTAL NUMBER OF GRIEVANCES:</u> 220 total grievances: 46 terminations 16 group grievances 55 non-term disciplinary 52 Attendance 51 individual contract Total Contract Grievances on file: 67 Total Discipline Grievances on file: 153 <u>Settled and Withdrawn Report:</u> Thirty-two grievances were settled; of those fifteen were settled at the Step 2 level and five at the monthly Labor meeting. Thirty-three grievances were withdrawn without prejudice. Two Members released the Union to proceed on their own. Of the fifty-two Attendance grievances, twenty-three are No-Shows, six Unable to Contact, fifteen Failure to Report, three Sick Leave 1, one MBL, and four No-Show Training. The fifty-five non-term disciplinary grievances consist of: thirty-three written warnings, eight final written warnings, nine thirty-day suspensions, one fifteen-day suspension, one six-day suspensions, and three three-day suspensions. <u>Fact-Finding Meetings:</u> One hundred and eleven fact-finding meetings were held in the bases, in January 2020. <u>Chat Apps</u> 815 chat app messages received the month of January. <u>Board of Adjustments:</u> FA: WW Customer Complaint: February 25, 2020 <u>Arbitration Schedule:</u> June 28, 2019: Briefs submitted for FA: <i>Still waiting for decision.</i> FA – Day one held 11.12.19. Day two scheduled 2.14.20 FA —February 27, 2020 FA – March 26, 2020 FA – April 8, 2020 <u>Arbitration-Proceeding on Their Own:</u> 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. *Ruled in favor of Company.*

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 an FTR.

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Dishonesty.

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Dishonesty.

Upcoming Grievance Meeting: The Union and Management will be meeting on February 18, 2020 for our monthly grievance meeting.

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Report From:	Health
Submitted Report:	
Health and Safety Report <u>ASAP</u> The ASAP Event Review Committee (ERC) has been without an FAA representative as Southwest is temporarily down to 1 Cabin Inspector; one is on temporary assignment and one is on a medical leave. This has caused us to be extremely behind as we have not been able to close reports without one of the members. At one point we had over 400 reports in the que to be worked. We asked the company to put out a publication to the Flight Attendants to inform them of the delays in their reports being worked. Southwest Management made it a priority to have several meetings with the FAA to be assigned a Cabin Inspector to have the ability to participate in our Event Review Committee (ERC) meetings. They assigned one of American Airlines Cabin Inspectors to our committee. While this is not their only duty, they have made a point to meet up to two times per week if they don't have prior commitments. We have had 2 meetings per week the past several weeks and have of our "reports in que" are down to 156. I continue to read and score the reports on a daily basis so the TWU side is up to date on the scoring. Our temporary Cabin Inspector works in Orlando so we either fly to FAA to meet or the Inspector conferences in. <u>Health/Safety Issues</u> • Corona Virus – I continue to monitor the CDC, the WHO, and the FAA websites as well as the various news channels and converse with other airline Union Health and Safety personnel. During the event with the ill passenger on 1/25 we were in constant contact with Inflight Safety and CISM and followed up with the crew after the event. • There was a decompression on a recent flight; follow-up was done with the crew	

- Max -800 aircraft – we still do not have a definitive return to service date but plans are in place for how they will be returned to service once they are released.
- Ground Operations policies that conflict with Inflight policies – this continues to be an issue that has been discussed with Steve Murtoff and Tom Raffalski. A system assessment is being conducted by Inflight to address the issues.
- Turbulence Flight Attendant injuries and service on short flights are being addressed in several system assessment/working groups. Corporate Safety is assessing the situation to see if there is a correlation between short haul service and turbulence injuries as well as the time of flight that injuries are occurring. We continue to discuss this with Inflight Management and Corporate Safety.

Coronavirus

We have had many discussions with the company regarding the Flight Attendant concerns and request to wear nuisance masks and gloves during service. We also requested that additional nuisance masks be placed on the aircraft and that all stations have them available in the event that all the masks on the aircraft are used. We wanted our Membership to be able to get replacements at every location, not just at Provisioning stations. The company follows CDC guidelines and at this time the CDC does not feel this is a step that will protect the Flight Attendants so the company has not agreed to our request. There have been several industry wide calls with the CDC that TWU Health and Safety has been a part of. We are also on a distribution list to receive any updated guidance.

Following is the process Southwest Management takes if there is an event with a passenger that is exhibiting symptoms:

- A passenger exhibits an illness that could be classified as a highly contagious disease (such as Ebola, Coronavirus, Measles etc.) on a flight
- StatMd is contacted
- CDC is contacted – at this point the CDC takes over the decision making similar to the NTSB taking over an accident site
- The CDC does an assessment of the situation and determines what steps need to be taken at that point, i.e. – do they feel the passenger is a candidate for having the Coronavirus or an unrelated illness
- The CDC advises the ground personnel at the station the aircraft is landing at the steps that should be followed
- If a passenger tests positive for what they are tested for after medical assessment the CDC will contact Southwest within 24 hours.
- If the passenger tests negative for what they are being tested for there is no follow-up from the CDC

In the recent Southwest flight, the CDC deemed the passenger to not be in the Coronavirus risk category so released the ill passenger and suggested they seek treatment at a local facility for their illness. Just as an FYI, in this situation, it was ascertained that the passenger had gone through screenings at several airports before boarding a Southwest aircraft.

Health and Safety Meeting (HASC)

The following topics were discussed at the recent HASC Meeting:

- Injury Data
- There has been an additional TSA event where the TSA hid a knife under a wine kit (last month it was a beer kit) – it is still being discussed to have the remaining security checks be removed from Flight Attendant duties
- A working group has been formed to review the OWWE – the areas of concern are pre-boards sitting there, pets being hidden and stowed in the OWWE as well as passenger non-compliance with Flight Attendants concern about suitability.
- Placarding of the -800 Max lavatory door (new aircraft have had a placard to lock during take off and landing; this will be removed from future deliveries and on current aircraft)
- Final descent notification to Flight Attendants – a working group is evaluating having the clean-up phase of the flight begin at the top of descent instead of beginning at 10,000 feet

Upcoming Meetings:

ASAP ERC: 2 Weekly Meetings with a day of preparation and follow-up

ASAP: Quarterly Meeting

HASC - monthly meeting

Meeting with Steve Murtoff and Tom Rafalski – monthly meeting

Max -800 Meeting

Respirator Fitting/Training – Go Team

Report From:	LODO
Submitted Report:	
February 7, 2020 LODO Sub Committee Report • Meeting Scheduled with Southwest on Friday, February 28, 2020 • Hot Topic issues: o Trip Trading o Open time o Vacancy Award o Options to Opt Out of Program o Future Plans o Amend Agreement o Charters o Reassignments to “A” position when LODO picks up “B” or “C” position. Lodo February Bid Awards: See attached for February Awards Bases No Lines Available • AUS AUS Bid Lines - No lines available in FEB 2020 AUS LODO Pairings - No pairings available in FEB 2020 • LAX LAX Bid Lines - No lines available in FEB 2020 LAX LODO Pairings - No pairings available in FEB 2020 • OAK OAK Bid Lines - No lines available in FEB 2020 OAK LODO Pairings - No pairings available in FEB 2020 Submitted by LaShaye Hutchinson	

Report From:	New Hire
Submitted Report:	
Joe reports he spoke with Class 428 on 2/10/20. This is the first class of 2020 and is will be the only one until 4/13/2020. Inflight Training cancelled all classes scheduled to start in February and March.	

Report From:	Other
Submitted Report:	
Satellite Base Test Report February 2020 The satellite base team has a meeting with Management scheduled for February 28, 2020. <u>UPDATE</u> We have not received the most recent Satellite Base Information from the Company. We hope to review it during the next meeting. <u>ISSUES</u> *These issues will be discussed at our next meeting • We are researching the accessibility of obtaining an ID in the Satellite Base • Having more than 150 in the base, (Currently there are 155 in FLL) - o Line percentages - o Weekends - o More efficiency at 150 than 2 at 75 - o More efficiency at 180 • The team is researching the impact of Satellite bases on line quality • Feedback from Members regarding the announcement of opening TPA when the Max returns to service • The team will reiterate to the Company that the Satellite Base agreement will ultimately be voted on by the Membership Submitted by Liz Howayeck	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report for January 2020		
Company Policy		3
CRM		6
Employee Relations		1
I.R. Filed		2
Not Taken		5
Pilot Issue		3
Unprofessional Behavior		5
Withdrawn		1
In Progress		2
Total		28
Positive Resolution		11
Unresolved		15
In Progress		2
*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.		
Base Information		
ATL	2	
AUS	2	
BWI	5	

DAL	4
DEN	2
FLL	2
HOU	2
LAX	1
MCO	1
MDW	3
OAK	4

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: February 6, 2020 Re: February 2020 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 - 246 <table> <tr> <td>ASAP Reports received 2020 Year-to-Date:</td> <td>228</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>220</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>8</td> </tr> <tr> <td>Open Reports:</td> <td>9</td> </tr> <tr> <td>Total Reports Received in 2019</td> <td>2880</td> </tr> <tr> <td>Total Reports Received in 2018:</td> <td>1716</td> </tr> <tr> <td>Total Reports Received in 2017</td> <td>947</td> </tr> <tr> <td>Total Reports Received over the Life of Program</td> <td>11,490</td> </tr> </table> Southwest Airlines Event Notification System (ENS) Fielded Events for Period: 12/8/19 through 12/31/19 = 303 Emergencies Declared for Period = 34 Fielded Events for Period: 1/1/20 through 2/6/19 = 388 Emergencies Declared for Period = 31 2020 Year-to-Date = 388 All of 2019 = 4261 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.		ASAP Reports received 2020 Year-to-Date:	228	Accepted Reports Year-to-Date:	220	Excluded Reports to date:	8	Open Reports:	9	Total Reports Received in 2019	2880	Total Reports Received in 2018:	1716	Total Reports Received in 2017	947	Total Reports Received over the Life of Program	11,490
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Total Reports Received over the Life of Program	11,490																

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

Flight Attendant Fatigue Risk Mitigation Program Reports Year-to-Date 5 Records

Date of Call	Base	Pairing Date	Recommendation	Base Recommendation	Base Final
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01-21-2020	MDW	01-19-2020	Paid - Operational		
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Cause	Accepts	Paid -			
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01-20-2020	BWI	01-18-2020	Paid - Operational		
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Cause	Accepts	Paid -			
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01-19-2020	BWI	01-18-2020	Paid - Operational		
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Cause	Accepts	Paid -			
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01-11-2020	MCO	01-10-2020	Non-Paid - Nonoperational		
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Cause	Accepts				
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01-01-2020	MCO	12-31-2019	Non-Paid - Nonoperational		
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Cause	Accepts				
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Root Cause Summary:

Back to back pairings (self-scheduling)/Planned Short Overnight	1
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Issues @ Company provided hotel - Guest noise/interruption	1
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Issues @ Company provided hotel - Poor room quality/conditions/Issues @ company provided hotel - Delays getting into room	1
---	---

Issues @ Company provided hotel - Poor room quality/conditions/Issues @ company provided hotel -	
--	--

Other	1
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MX delays: FA illegal / MX Cancellation	1
---	---

Totals (5 groups)	5
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SWALife Hot Aircraft Event Reporting

12/08/19 through 12/31/19 = 0

2019 Year-to-Date = 317

01/01/20 through 02/06/20 = 3

2019/2020 Year-over-Year Comparative: +2 **(66.66% Increase Year-over-Year)**

All of 2019: 317 = **49.884% Decrease Year-over-Year**

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

All of 2017: 396 = **34.3% Decrease Year-over-Year**

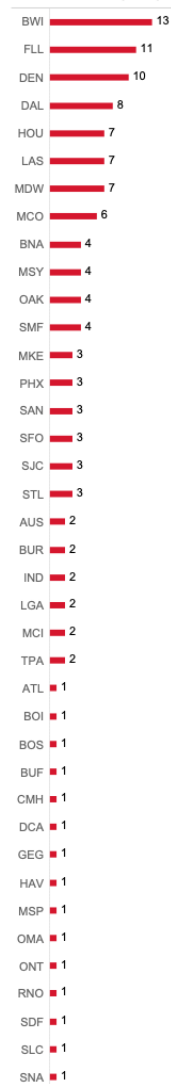
All of 2016: 535 = **32% Decrease Year-over-Year**

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 27JAN20-02FEB20:

Hot Aircraft Overview 01.27.2020 - 02.02.2020

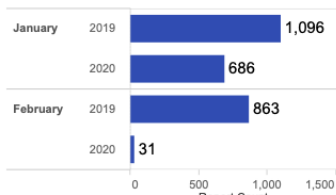
Hot AC Total by City



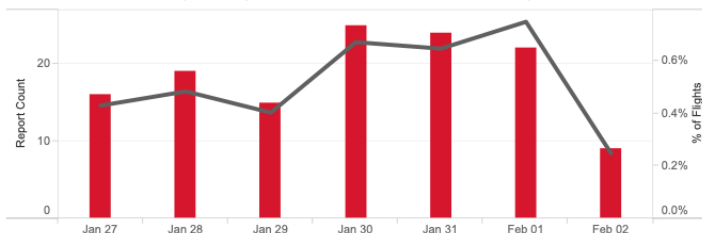
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	1/20/2020	1/27/2020	1/20/2020	1/27/2020
ACARS	146	128		-12.33%
FO SOPI		2		
Grand Total	146	130		-10.96%

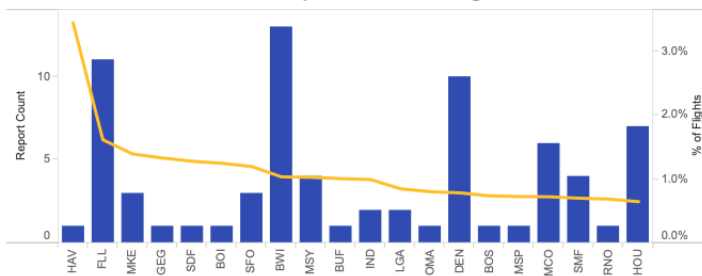
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



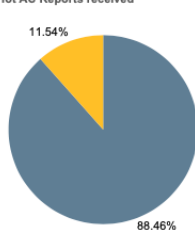
Stations - Top 20 Based on % of Flights



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	115	0.61%
800	15	0.25%

**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

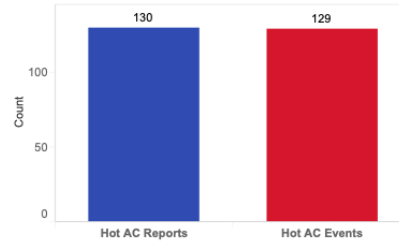
AC Number	
442	4
773	4

Gates with three or more reports

Station	Gate
DAL	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.

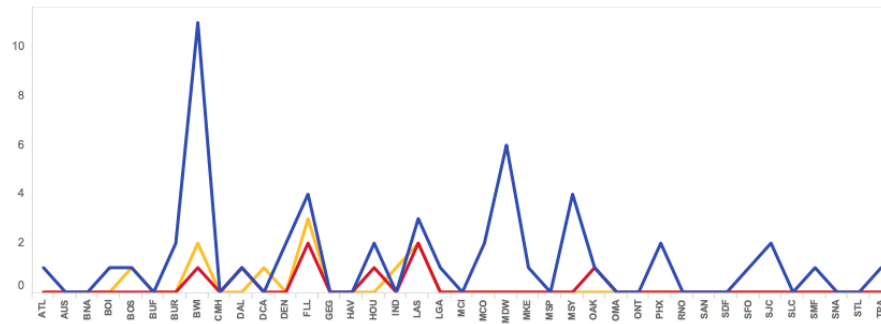


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	1/20/2020	1/27/2020
% Air Not Connected	47.26%	39.06%
% Ops Agent Not Present	6.16%	6.25%
% Ramp Agent Not Available	7.53%	7.81%



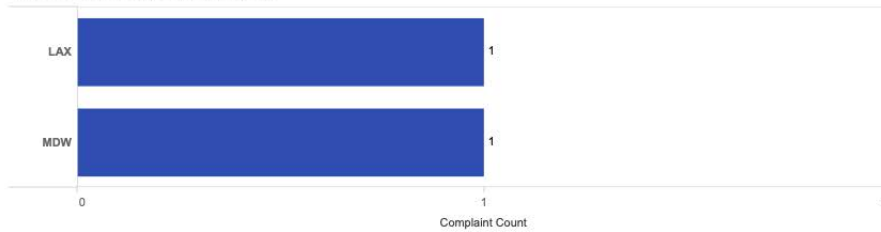
Good Job ACARS

Date	Flight Number	Station	Message
2/1/2020	2869	BNA	GOOD JOB.
	3020	CMH	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 01/27/20 to 02/02/20

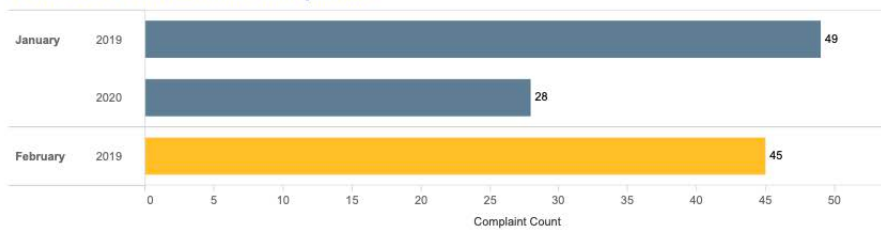
Pax Complaints by Originating City



Pax Complaints by day



Year over Year Customer Complaints



Current Occupational Injury Data:

Data has not yet been received from SWA. 556 H&S will distribute to the EB via email as soon as received.

Open Discussion Items:

Coronavirus Update:

Company's Current Position on Prevention Protocols for Flight Attendants:

Thank you for sharing the questions you are receiving from our Flight Attendants. In conjunction with our Corporate Safety Leaders, we (Inflight Operations Leadership) are continually monitoring the communications and guidance being issued by the Centers for Disease Control and the World Health Organization regarding the 2019 Novel Coronavirus. As always, the safety of our Crew Members and our Passengers is our number one priority. The CDC

maintains that while the “virus has caused severe illness and sustained person-to-person spread in China is concerning, it is unclear how the situation in the United States will unfold at this time. The risk to individuals is dependent on exposure. For the general American public, who are unlikely to be exposed to this virus, the immediate health risk from 2019-nCoV is considered low.”

The CDC’s current recommendations to flight crews are:

- Practice routine handwashing
- Identify (potentially) sick travelers. Offer a facemask if the sick person can tolerate it.
- Treat all body fluids (such as respiratory secretions, diarrhea, vomit, or blood) as if they are infectious.

Regarding the specific use of facemasks, the CDC recommends offering a mask to the potentially ill Passenger if they can tolerate it. They also suggest that a Crew Member who is directly treating or rendering aid to a potentially ill Passenger utilize a mask as a part of their consideration of donning P.P.E.

All of the CDC’s current recommendations are incorporated in our current First Aid policies and procedures, found in the FAM under First Aid > 7.8 Communicable Diseases.

The guidance reminder published in RBF 2020-007 is still accurate and aligns with the guidance currently available from both the CDC and World Health Organization.

We value our continued collaboration on this matter and will keep you apprised of any additional developments including additional guidance, as it becomes available. We are sending out an IIOTG today addressing this matter.

CDC Industry Teleconference:

The latest CDC Industry Teleconference confirmed the latest information provided by the Company (above).

OSHA 300 Log Email Distribution to DEBM’s Completed

Scheduled and Standing Meetings:

February 04, 2020 – SWA ER Project Update (POP Checklist Review)

February 04, 2020 – CDC Industry Teleconference (Coronavirus Update)

February 20, 2020 – Fatigue Risk Mitigation Program Committee Meeting

February 10 - 13, 2020 – TWU International IEC/IEB Annual Meeting

February 26, 2020 – February Health and Safety Coordination (HASC) meeting

February 27, 2020 737 MAX RTS Update

Report From:	Scheduling
Submitted Report:	
<i>February Scheduling Committee Report</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of March decreased by 358-line positions from 11,302 in February to 10,944 positions in March. The Scheduling Committee left 0 positions in open time for the month of March, in comparison 0 were left in January.</i> <i>The Committee for the month of March wrote an average of 82.35% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity from February by 9.12%. 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 88.01 TFP average work days were 12.52. 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 81.40% pure lines, 40.31% weekend off and 2.33% lines containing 3-on/off or 48-hour breaks. The average lines paid 89.52 tfps.</i> <i>The FLL Satellite base had an average of 77.69% pure lines, 39.67% weekend off and .83% lines containing 3-on/off or 48-hour breaks. The average line paid 88.8 tfps.</i> <i>The Line Writers for January Primaries were: Lisa Trafton, Rebekah Knox, Sheri Tyler and Xander Ricker.</i> <i>The Line Writers for January Secondary Lines were: Lisa Trafton, Shelley Taylor, Doreen Argyropoulos, Janet Lamy and Xander Ricker.</i>	

Report From:	Scholarship
Submitted Report:	
TWU International is now accepting applications for the Michael J. Quill Scholarship Fund. Jessica submitted a publication to the Communications Committee announcing the Michael J. Quill Scholarship Fund that was published to the Membership on January 21. Jessica submitted a follow up publication to the Communications Committee clarifying the application process for the Michael J. Quill Scholarship Fund that was published to the Membership on January 27. Jessica wrote a short blurb announcing the Quill Scholarship for Domicile Executive Board Members (DEBMs) to include in their E-Connections. Jessica has answered Members' emails and calls with questions about the Quill Scholarship, the application process, and eligibility requirements.	

Report From:	Shop Steward
Submitted Report:	
<u>Shop Steward Committee Report January 2020</u> Shop Steward Committee Reports to the Executive Board that: • Corresponded with Grievance Chair Gayle Ross Middleton - o Turning in timely notes - o Properly labeling files • Corresponded with NTF Leader Susan Johnson - o Upcoming events • Shop Steward Newsletter - o Playback information for Shop Steward Conference Call December 13 - o ASAP Fact Finding meeting tips • Shop Steward issues/complaints that came up throughout the month - o Following up with Shop Stewards - o Met to discuss new forms of communication with Shop Stewards - o Chairs updating Code of Conduct for Shop Stewards to present to the Executive Board - o Process Shop Steward resignation	

Report From:	Survey
Submitted Report:	
VeAnne reports she is researching previous surveys and compiling questions that have been asked in previous years but not asked recently, to possibly be included in this years Annual Membership Survey. VeAnne reports she plans to send the survey out sooner in the year, but that may depend on the timing of any surveys the NT might want to send out.	

Report From:	Uniform
Submitted Report:	
An Allotment email went out to the Membership from Cintas stating use or lose your allotment by a deadline. I contacted Management which contacted Cintas. Management resolved the issue with Cintas, and sent an email to me stating the error. I emailed those who emailed the committee with concerns and shared it on the 2 main Uniform FB pages to get the word out quickly. A few Members have had an issue with the mens Cotton pants. A 30 Inch waist is the smallest they come in. Off the rack option is most likely the way management will handle this. I have not yet received a definitive answer. There have been several times Cintas has not let a Member use their own credit card to pay for the alternative uniform. Each situation has been resolved. There are still some issues with the general form that ACT sends out. Members are confused as to how they get their doctor to fill it out. I communicate with each inquiry so they have an idea of what to ask their Doctor to do with the paperwork. This one on one communication seems to alleviate their concerns. The number of those contacting the Committee is higher than I believe it should be. I will be planning a review of the ACT form with Management in the next meeting. The number of new Members contacting the Committee regarding reactions to the uniform remains consistent. This indicates that the reactions have the ability to build over time and not always to those new in the uniform. This concern needs to be addressed as the the trend of reactions remains stable. Fabric testing is still recommended by this Committee. Several airlines who have had simular issues with their uniforms, have successfully managed to get their employers to acknowledge their concerns and plan for replacements. We need to encourage all those affected to contact ACT. We need the numbers that truly represent those Members impacted. The new Appearance Standards were released at the end of January to take effect February 4th. Not many productive concerns have been communicated to this Committee. The few legitimate concerns have been addressed. Many have been directed to LINK. A wear test of a new winter coat has been done. I hope to find out this month what the outcome was. This coat, if approved, will not be available until later this year.	

Report From:	Veterans
Submitted Report:	
• Continuing to register TWU 556 Veterans into the International Veterans Database • Following up with my local Senators to help support Veterans and Veteran Family rights legislation as a legislation sub committee member. • Will be attending our First Quarter Interanational Veterans Committee conference Feb 25-27 in Miami Florida	

Report From:	WISE
Submitted Report:	
On January 13, Jessica met with Atlanta Domicile Executive Board Member (DEBM) and Civil and Human Rights Committee (CHRC) Chairperson Pamila Forte regarding Diversity and Inclusion / Sexual Harassment and Assault Training taking place on February 26 and 27. The goal of this training is to provide additional resources and guidance to members of Professional Standards, Critical Incident Stress Management (CISM), and the Grievance Team to better support our Members. CEO of the RDR Group Richard Brandt will facilitate the portion of the training focused on Diversity and Inclusion. National Vice President of the Coalition of Labor Union Women (CLUW) Janet Hill and Phoenix District Office Regional Attorney for the Equal Employment Opportunity Commission (EEOC) Mary O'Neill will facilitate the portion of the training focused on Sexual Harassment and Assault. Jessica would like to thank Pamila for her dedication and hard work in organizing this training that will be a benefit to all involved. On February 14, family, friends, and Union Sisters and Brothers will join together to honor our late Union Sister and Warrior Union Woman Gwen Dunivent-York by volunteering at Trusted World in Garland, TX. Trusted World provides resources including clothing, food, and toiletries to schools, police departments, and non-profit agencies at no cost. Jessica would like to thank all of those who will be volunteering and also those who made a donation to Trusted World. Gwen is loved and missed by many. <i>"Here's to strong women. May we know them. May we be them. May we raise them." ~ Unknown</i>	