



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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JUNE 2020 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
<p>Pamila had several conference calls with the TWU International in regards to a statement about the murder of George Floyd. Pamila approved the Black Lives Matter banner for Members to post on Facebook. Pamila worked on a Civil and Human Rights Resolution to present to the Executive Board. Pamila assisted Civil and Human Rights Co-Chairperson Heather Kelly-Gray, Baltimore Domicile Executive Board Member Damion West, and Denver Domicile Executive Board Member Jessica Parker with a statement in regards to the murder of George Floyd. Pamila attended a conference call with 2nd Vice President Latonia Paul-Benoit, Baltimore DEBM Damion West, and Recording Secretary Keyander Early to discuss having a forum for our Members via Zoom.</p>	

Report From:	CISM
Submitted Report:	
Aborted Takeoff 1 Aircraft Incident 1 Assault 2 Bird strike 1 Calls Related to Death of FA 3 COVID-19 3 Crew Member Illness 1 Death on Board 1 Debriefing - Team Member 2 FADAP Team Referral 1 FA Death 2 FA Death of Family Member 2 FA Illness 3 Illness of Family Member/Caregiver Stress 1 Mechanical 1 Medical Emergency 9 NOC Rotation Review 1 Other* 3 Passenger Misconduct 7 Personal Issue 13 Pet Onboard Events 2 Smoke or Fumes in Aircraft 2 Suicide 1 Suicide Attempt/Intervention 1 Suicide of a Family Member 1 Termination/Fact Finding 1 Weapon Found On Aircraft 1 Total Incidents worked 67 Total FA's Assisted 127	

Report From:	Communications
Submitted Report:	
<p align="center">Communications Committee Report — June 2020</p> <ul style="list-style-type: none"> • Continued to publish COVID-19 Task Force (CTF) updates, re-introduced routine communications, and other projects for Committees, including the return of E-Connections, coordinated with the CTF's centralized Union voice, during this all-hands-on-deck crisis and the need for constant communications resulting from continuous changes COVID-19 created. When the number, urgency, flow, and frequency slowed, routine pieces returned. • Continued weekly AFL-CIO union communicator conference calls with the AFL-CIO Communications Department regarding the most current labor issues and campaigns featuring various union leaders and topics, along with utilizing digital media tool kits. • Attended multiple classes via webcasts and Zoom, hosted by AFL-CIO Communications, utilizing new tools, access and use of multiple platforms for unions, and other subjects for union communicators such as web-based writing, in their series of classes for skills for online organizing, communications, and training. • Assisted the Negotiating Committee with Zoom live webcasts materials and video editing with TWU Local 556 Member and Communications Committee Videographer John Long. Continued with ongoing video creations to be included in future communications. • Attended conference calls for possible future communications programs. • Answered Membership Communications and Union emails, routing them to the appropriate Committee or taking direct action as applicable. • Managed TWU Local 556 social media outlets. • Monitored news and events regarding Southwest Airlines, other industry news, unions, and locals, providing updates and reports to President Montgomery. • A special edition publication regarding COVID-19 is in the works. It will include resources, facts, and updates regarding COVID-19. <p><i>Please submit your article ideas and photos to communications@twu556.org</i></p>	

Report From:	Education
Submitted Report:	
<p>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 8,439 Members.</p> <p>The Education Committee created, edited and published on Facebook graphics covering the following topics: The Primary Bidding Timeline for the June Bid period, RT 2020 Updates, and the RT Bidding timeline for March and June. She created five Facebook Lives to educate on different topics affecting the Membership. International Workers Day (1,118 views), Vacation Bidding for June (4,151 views), June Protest, Union Survey, RT, PPE requirements (2,375 views), Sunday info roundup: RT, ETO, RBFs, PINs (2,976 views), and Reserve Refresher (2,978 views).</p> <p>The Education Committee answered Member questions that were asked on the Facebook Lives, Facebook Messengers, e-mails and phone calls.</p> <p>Amanda also worked with Contract Coordinator, Brandon Hillhouse, to attain resolution regarding inaccurate pay for the additional flights that Network Planning is adding back into the schedule. As well as receiving clarification regarding other flights that Dispatch is adding into the flight schedule.</p>	

Report From:	FADAP
Submitted Report:	
<p>Tom and Natalie continue to do daily Team meeting calls with the other Peer Support groups.</p> <p>Zoom meetings are still happening on Sundays and Tuesdays.</p> <p>Tom and Natalie had a meeting with Second Vice President Latonia Benoit and Board Member at Large and FADAP liaison Charla Miller on May 8th.</p> <p>Interviewed two Flight Attendants that may join FADAP in the future.</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>June 2020</i> <i>Executive Board Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u></p> <p>210 total grievances:</p> <p><i>37 terminations</i> <i>21 group grievances</i> <i>40 non-term disciplinary</i> <i>44 Attendance</i> <i>68 individual contract</i></p> <p><i>Total Contract Grievances on file: 89</i> <i>Total Discipline Grievances on file: 121</i></p> <p><u>Settled and Withdrawn Report:</u></p> <p>Ten grievances were settled; of those three were settled at the Step 2 level, four while preparing for Executive Board review, and three at the SWA Preliminary Decision level. Thirty-four grievances were withdrawn without prejudice. One Member released the Union to proceed on her own.</p> <p>Of the forty-four Attendance grievances, twenty-eight are No-Shows, two Unable to Contact, seven Failure to Report, three Sick Leave 1, and four No-Show Training.</p> <p>The forty non-term disciplinary grievances consist of: twenty-three written warnings, five final written warnings, nine thirty-day suspensions, and three three-day suspensions.</p> <p><u>Fact-Finding Meetings:</u></p> <p>Twenty-two fact-finding meetings were held in the bases, in May 2020. This decline is due to COVID-19.</p> <p><u>Chat Apps</u></p> <p>843 chat app messages received the month of May.</p> <p><u>Board of Adjustments:</u></p> <p>None scheduled due to COVID-19</p> <p><u>Arbitration Schedule:</u></p> <p>FA-Day one held 11.12.19. Day two held 2.14.20. Day three 7.21.20.</p>	

FA-February 27, 2020 day one was held. Day two is June 25, 2020.
FA-June 23, 2020 arbitration.
FA-July 15, 2020 arbitration.
FA-July 28, 2020 arbitration.
FA-August 28, 2020 arbitration.
FA-September 9, 2020 arbitration.
FA-Proposed settlement being considered.

Arbitration-Proceeding on Their Own:

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

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

Flight Attendant released TWU Local 556 and is proceeding on 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. *Reinstated as a Flight Attendant.*

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Dishonesty. *August 18, 2020.*

Flight Attendant released TWU Local 556 and is proceeding on his own to a BOA for Termination: 3.0.0.

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Dishonesty. *June 30, 2020.*

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Pos. Alcohol/Drug Test.

Upcoming Grievance Meeting: The Union and Management have been doing a weekly conference call during the COVID-19 pandemic.

Report From:	Health
Submitted Report:	
<p>Health and Safety ReportJune Executive Board Meeting</p> <hr/> <p><u>ASAP</u></p> <p>We continue to have weekly ASAP meetings via web-ex video call, it is anticipated that we will continue meeting this way until the end of the summer. We are pleased to see the number of reports increasing and are still able to stay current in each of our meetings. With the exception of reports that need follow-up, we are able to close out all reports each week. This is a benefit for the Flight Attendants that are waiting on the disposition of the report for a pending discipline situation.</p> <p>We are in the process of writing the next ASAP voice and plan on an education piece of “The Life of an ASAP Report”. We also will be putting out some ASAP promotional communications to continue to get the numbers to grow. We got some statistics showing that even though we have many fewer Flight Attendants than American Airlines, we are getting many more ASAP reports into our program.</p> <p><u>Health/Safety Issues</u></p> <ul style="list-style-type: none"> • Continuous communication with Inflight Safety regarding the Health and Safety of our Members • Max -800 aircraft – the Max meetings have been put on hold due to the COVID-19 crisis • The working groups that were in place prior to COVID will start meeting again via web-ex meetings. The groups include Final Descent, Turbulence and Hot Aircraft group. • At the insistence of the TWU Local 556 Health and Safety Team, our monthly HASC (Health and Safety Committee) meetings have started meeting again via web-ex. At the latest meeting, we discussed the working groups, injury and turbulence data as well as a possible resurgence of COVID in the fall and the need to be prepared. • Discussed a company wide safety initiative that would include the Health and Safety representatives from each Union group. 	

- Twice a week phone calls with Inflight Safety to discuss the current initiatives as well as to discuss possible upcoming changes.
 - We discussed the need to be prepared for another outbreak of COVID and the need to be prepared with PPE supplies.
 - We asked the disposition of the medical grade gloves that were promised months ago – we will get an update on the next call.
 - Discussed the wearing of masks on the aircraft with the summer heat and the need for the aircrafts to be kept cool at all times
 - Discussed Ground Ops participation in helping with different areas.

Covid-19

- COVID-19 – continuous monitoring of the CDC, the WHO, and the FAA websites as well as the various news channels. Additionally, converse with other airline Union Health and Safety personnel.
 - Email responses to Flight Attendant concerns via email and phone.
 - The taskforce has periodic calls so all members of the taskforce can stay apprised of the current issues.
 - There continues to be 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 are the websites if you would like to gather additional information.

The Center for Disease Control (CDC) at <http://cdc.gov>

•The World Health Organization (WHO) at <https://www.who.int>

•The FAA at <https://www.faa.gov>

Upcoming Meetings:

ASAP ERC: Weekly Meetings with a day of preparation and follow-up (conference calls)

ASAP: Quarterly Meeting – (conference call)

HASC - monthly meeting

Health and Safety Round-Up – twice a week conference calls with Steve Murtoff, Tom Raffalski and Dominick Rivera

Report From:	LODO
Submitted Report:	
<p>June 12, 2020 LODO Sub Committee Report</p> <p>A communication from Claire Taitte was sent to the LODOs regarding June LODO open time and schedules beyond July. A reminder on the trip trading process. If they are trading for a trip in a different base or on a different day, or dropping a Reserve block, they were informed to call Crew Scheduling to process the trade. LODOs are allowed to have their buddy call if they are listed on their buddy list.</p> <p>1. June LODO Open Time trading LODO Open Time trading was Monday, 5/18 at 1200 Central Time. There were 4 total open trips for June.</p> <p>2. July schedules and beyond Crew Planning updated the July schedules and pairings. The new schedule begins June 28. The level of LODO flying will be similar to June, but with different aircraft routings as it is a different flight schedule than the majority of June. The majority of the LODO pairings and lines will be in BWI, FLL, and MCO for July. As of now, the revised July schedule contains:</p> <ul style="list-style-type: none"> · SJU is scheduled for 7 daily departures · TPA-HAV is scheduled to operate in July; FLL-HAV has been removed from the schedule through early August · SJO is removed from the schedule through early August <p>Network Planning revised the flight schedule to reflect these changes to international service including HAV and SJO through at least October 30. This means they will continue to see lower levels of LODO flying through that time. Please see the SWALife post on May 7 called “Updates to International Service” for more details. The Company was uncertain of what the SJU flying will look like beyond the current revision through August 10. Typically, August-October has reduced flying in SJU. The currently published schedule for that time period has 7 SJU departures per day</p>	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report For May 2020		
Company Policy		3
CRM		4
I.R. Filed		3
Internal Peer Support		4
Not Taken		4
Pilot Issue		3
Social Media		3
Unprofessional Behavior		1
Withdrawn		3
Total		28
Positive Resolution		17
Unresolved		11
*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	3	
DEN	4	
HOU	2	
LAS	8	
LAX	1	

MCO	2
MDW	3
OAK	2
PHX	3

Source Information

Phone	20
TWU	04
Pilot	01
Referral	03

Report From:	Safety																
Submitted Report:																	
<p style="text-align: center;">Safety Team Report</p> <p style="text-align: center;">Michael Massoni – Operational Safety Chair</p> <p style="text-align: center;"><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></p> <p>To: TWU Local 556 Executive Board CC: Thom McDaniel Date: June 15, 2020 Re: June 2020 EB Safety Team Report</p> <p>Currently the Safety Team has the following open and/or resolved action items:</p> <p>Aviation Safety Action Program (ASAP) – Reports Under ERC Review - 15</p> <table> <tr> <td>ASAP Reports received 2020 Year-to-Date:</td> <td>699</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>621</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>61</td> </tr> <tr> <td>Open Reports:</td> <td>17</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>11,642</td> </tr> </table> <p>Southwest Airlines Event Notification System (ENS)</p> <p>Fielded Events for Period: 5/9/20 through 6/15/20 = 157 Emergencies Declared for Period = 5</p> <p>2020 Year-to-Date = 1317 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*</p>		ASAP Reports received 2020 Year-to-Date:	699	Accepted Reports Year-to-Date:	621	Excluded Reports to date:	61	Open Reports:	17	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	11,642
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All of 2011 = 1609
All of 2010 = 1413
All of 2009 = 1210

*ENS tracking and trending was suspended for the period of May 2012 – June 24th, 2013 – However ENS follow-up was maintained throughout this period. The Safety Team has re-established the practice of tracking and trending all ENS events and will include the same in all Safety Team Reports

Flight Attendant Fatigue Risk Mitigation Program

Reports Received for Period: 5/9/20 through 6/15/20 = 1

Date of Call	Base	Recommendation	Base Recommendation	Base Final
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05-11-2020	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause
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Fatigue Reports received 2020 Year-to-Date:	20
Paid – Operational Causation Year-to-Date:	11
Non-Paid – Non-Operational Causation Year-to-Date:	5
Non-Paid – No Crew Member Report Year-to-Date:	1
No Decision Necessary - Informational Only Year-to-Date:	3

SWALife Hot Aircraft Event Reporting

05/09/20 through 06/15/20 = 0

2020 YTD = 7

2019/2020 Year-over-Year Comparative: -44 (**62.85% Decrease 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) 01JUN-07JUN20:

Hot Aircraft Overview 06.01.2020 - 06.07.2020

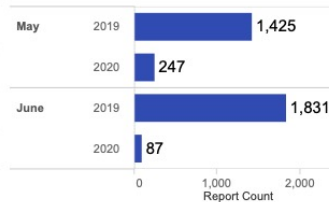
Hot AC Total by City



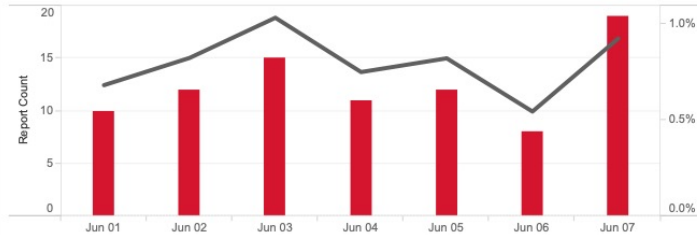
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	5/25/2020	6/1/2020	5/25/2020	6/1/2020
ACARS	77	86	11.69%	
IF SOPI		1		
Grand Total	77	87	12.99%	

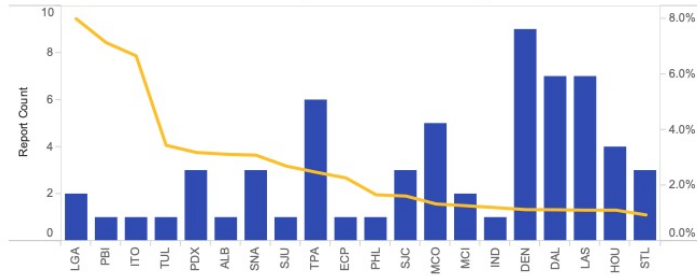
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



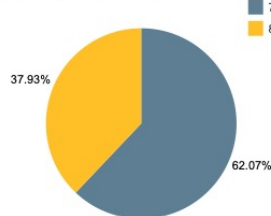
Stations - Top 20 Based on % of Flights



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



Percent of total Hot AC Reports received

Fleet	Hot AC Reports	% of Flights**
700	54	0.82%
800	33	0.79%

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

'Hot' Aircraft and Gates

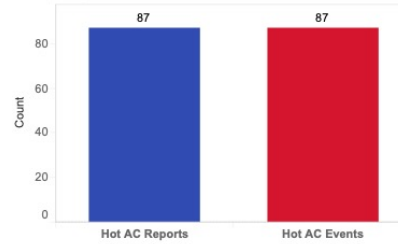
Aircraft with four or more reports

Gates with three or more reports

Station	Gate	
DEN	C44	3
SJC	25	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.

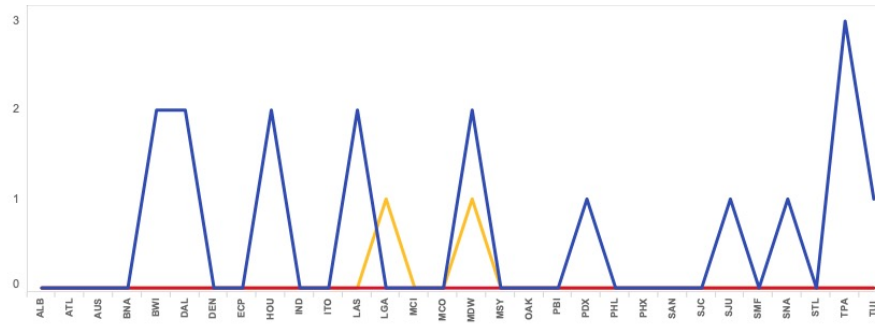


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	5/25/2020	6/1/2020
% Air Not Connected	38.96%	19.77%
% Ops Agent Not Present	1.30%	
% Ramp Agent Not Available	2.60%	2.33%



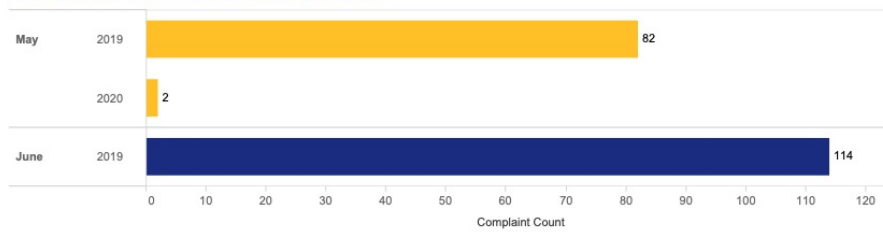
Good Job ACARS

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

Pax Complaints by Originating City

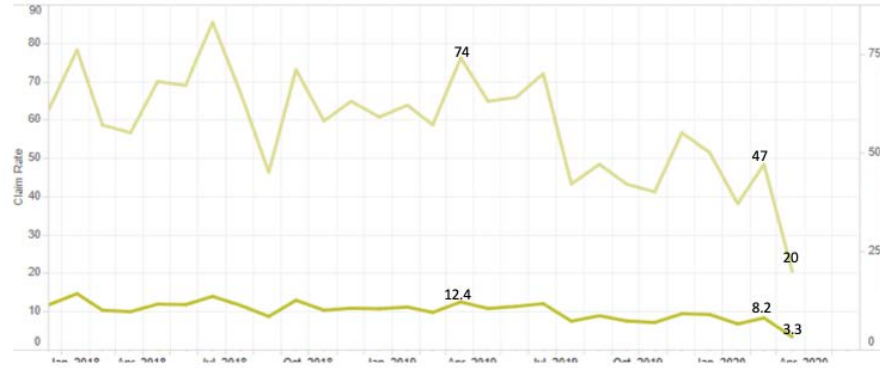
Pax Complaints by day

Year over Year Customer Complaints



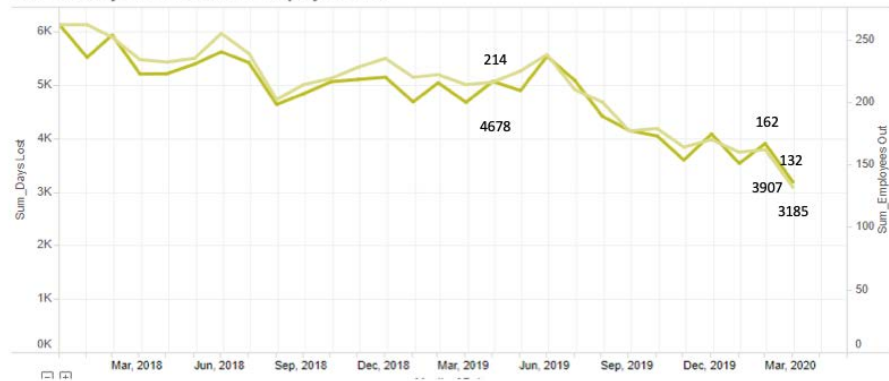
LTCR

Lost Time Claims with Rate



Lost Workdays

Lost Workdays with Number of Employees Out



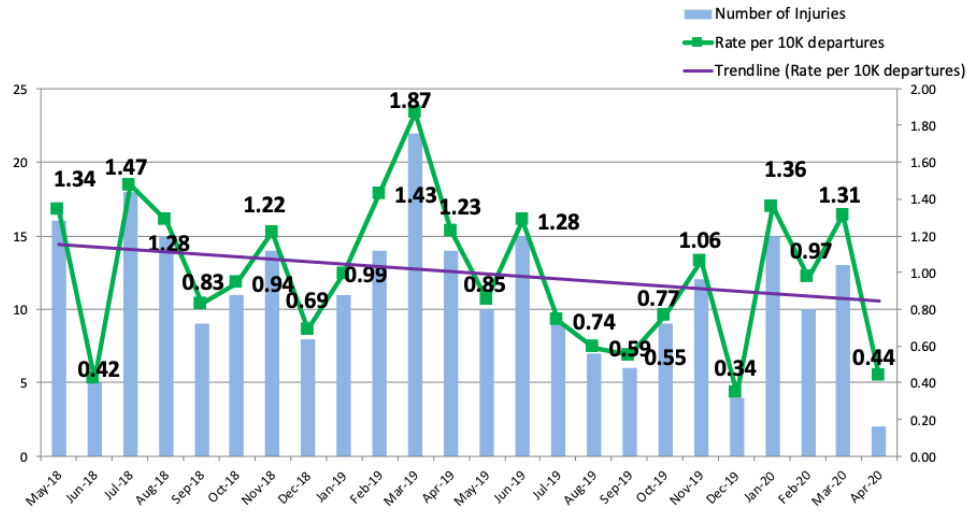
OSHA Recordable (Inflight)

	Date_of_Loss__c / OSHA Recordable					
	2018		2019		2020	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	75	64	85	60	85	51
February	54	80	81	71	78	37
March	77	66	82	71	99	32
April	79	61	79	69	31	10
May	82	72	89	61		
June	82	69	80	80		
July	95	92	83	68		
August	88	76	66	46		
September	61	54	74	50		
October	87	78	83	44		
November	81	57	73	47		
December	79	71	69	52		

Cause (Inflight-Top 10)

Cause General	2018	2019	2020
Struck by/Against	487	408	94
Other	246	301	95
Slip/Trip/Fall	308	267	64
Carrying/Lifting	193	162	34
Pushing/Pulling	125	104	18
Weather	59	64	12
Caught In/Between	46	46	10
Collision	39	47	14
Inhalation	31	48	13
Contact with object	39	42	10

Flight Attendant Turbulence Injuries



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

Southwest

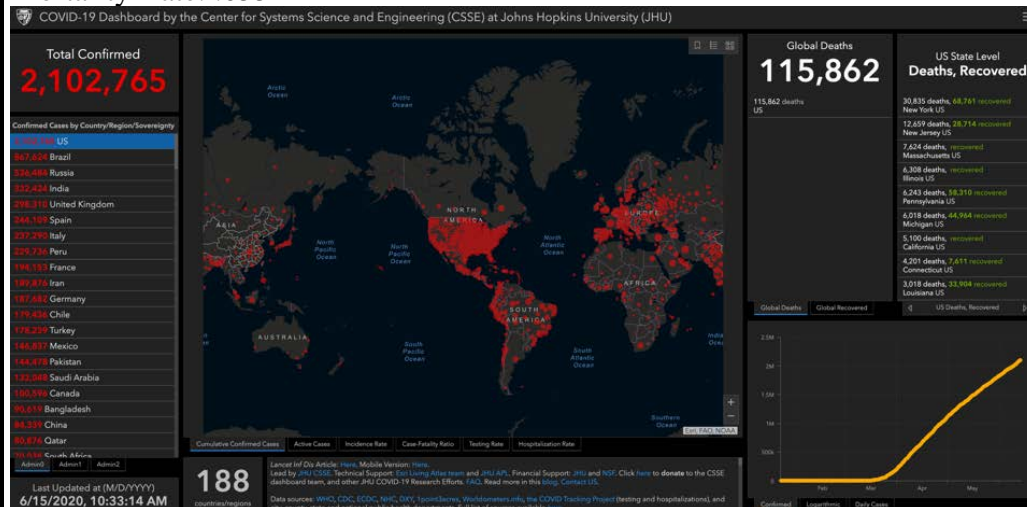
OSHA 300 Log Email Distribution to DEBM's Completed

Open Discussion Items:

Coronavirus Update:

Current COVID-19 U.S. Stats as of 15JUN20:

Mortality Rate: .0551



Scheduled and Standing Meetings:

June 11, 18, 25, 2020 – Safety and Regulatory/COVID-19 Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria

June 25, 2020 – Health and Safety Coordination (HASC) Teleconference with
Inflight Safety and Regulatory Compliance

June 15, 2020 – Summer ASHRAE Meeting (via Telecon)

Report From:	Scheduling
Submitted Report:	
<p><i>May Scheduling Committee report</i></p> <p><i>The number of line positions that a Flight Attendant could be awarded for the month of July decreased by 342 line positions from 7,292 in June to 6,950 positions in July. The Scheduling Committee left 1 position in open time for the month of July, in comparison 0 were left in June. The Committee for the month of July wrote an average of 75.63% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity from June by 4.01%. 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 89.96 TFP average work days were 13.5. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i></p> <p><i>The AUS Satellite base had an average of 64.86% pure lines, 35.14% weekend off and 28.38% lines containing 3-on/off or 48-hour breaks. The average lines paid 90.3 tfps.</i></p> <p><i>The FLL Satellite base had an average of 52.05% pure lines, 30.14% weekend off and 36.99% lines containing 3-on/off or 48-hour breaks. The average line paid 89.3 tfps.</i></p> <p><i>The Line Writers for June Primaries were: Lisa Trafton, and Xander Ricker.</i></p> <p><i>The Line Writers for April Secondary Lines were: Doreen Argyropoulos, and Xander Ricker.</i></p> <p><i>The Scheduling Committee did have staffing difficulties for line writing due to not being able work on ETO.</i></p> <p><i>Due to the COVID-19 Pandemic Scheduling Committee was also involved in multiple conference calls with the CTF, the NT, Claire Taitte, Brendan Conlin, Ann Oh, Cetta Larabee and Wayne Shaw regarding ETO.</i></p>	

Report From:	Scholarship
Submitted Report:	
<p>Jessica submitted a scholarship reminder to the Communications Committee on June 6 which was published to the Membership on June 8. Jessica sent Domicile Executive Board Members (DEBMs) a short blurb to include in their E-Connections regarding scholarships offered by TWU Local 556. All applications must be postmarked by June 30 in order to be accepted and eligible for scholarship awards. Jessica has answered calls and emails from Members who have questions regarding scholarship eligibility. Jessica would like to thank Communications Committee member Ashley Breuer for the quick turn around in getting the scholarship reminder published to the Membership.</p>	

Report From:	Uniform
Submitted Report:	
<p>*No new uniform reaction submissions this month.</p> <p>*The Uniform committee continues to receive demands to make the Company release the Grey dress in the updated material regardless of old stock available. The Company holds firm on it's stand not to lose money.</p> <p>*This Committee has reached out to Mike Sims, Head of the Uniform Core Team, regarding the repeated wear-testing completed without our knowledge. Lisa received a message from Jamie Dotson, Inflight Core Team representative, again apologizing for the oversight. There has been no response from Mike Sims to whom the email was directed. No results of testing have been shared. This committee will be addressing procedures for future wear-testing with The Core Team.</p> <p>*The committee requested the 1st quarterly report from the bases to assure they have the contractual amount of items for trying on and maternity. As of this report, we have not received it.</p> <p>*Alternative pieces, We still do not have a copy of the retail guide for immediate purchase when needed.</p> <p>*The uniform mask discussion continues.</p> <p>*New situations to address: A Member loses a significant amount of weight that requires multiple drops in sizes, yet has no uniform allotment available. Could there be some allowances for an advance of allotment?</p>	

Report From:	Veterans
Submitted Report:	
<p>The Veterans Committee Chairperson Chris Sullivan wrote an eloquent article for Memorial Day explaining the difference between Memorial Day and Veterans Day. Also with great sadness we honored fellow Flight Attendant and Veteran Patrick Condon within our FB group. He will be greatly missed.</p>	

Report From:	WISE
Submitted Report:	
The Women's Issues, Service, and Education (WISE) Committee has nothing to report.	