



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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JULY 2020 OFFICERS REPORTS

Report From:	President
Submitted Report:	
• June 2-4 Lyn and the Negotiating Committee hosted the first ever TWU Local 556 Live Webcast. All Members of the TWU Local 556 Negotiating Committee were present along with advisors, Attorney Lucas Middlebrook, Economist Dan Akins and Peter Manikowski, and TWU International President Thom McDaniel. The team delivered a presentation about the state of the industry. This was a great opportunity to be able to speak directly to Flight Attendants; whether he or she may be in hotels, airports or at home. Participation was higher than face to face meetings and a rebroadcast was emailed to the Membership and made available on the web. • Lyn chaired the June 2020 Executive Board meeting. Due to social distancing guidelines across the nation, the Executive Board has been performing meetings via a virtual platform since restrictions include requirement for spacing and distancing. The platform has worked well, the Executive Board has been able to accomplish all needed business in an efficient manner. Holding virtual meetings has lowered the cost of Executive Board meetings, eliminating the need for hotel rooms and rental cars/transportation. The President commends the board for reducing a day of Executive Boards saving important Member dues money. The local will need to determine if the cost of travel and lodging is needed when business can be accomplished at a better cost. Additionally, cases have spiked in both Texas and Arizona as well as other states. Virtual meetings provide a higher level of safety, especially considering that we as a group of Flight Attendants may come into contact with many individuals, the Union needs to do its part and ensure we are doing all we can to stop the spread and limit liability to Local 556 and its Members. • On June 22, Lyn attended the “Holding the Line for Flight Attendants” zoom call at the invitation of AFA International President Sara Nelson. Leaders from many Flight Attendant Unions joined for a discussion of the state of the airline industry and connected together on how we hold the line to defend our contracts. The zoom conference featured leading experts on questions of wage standards in the airline industry and beyond, the economic necessity of maintaining contract standards in difficult times, and how to hold the line against concessions. TWU International President Thom McDaniel was present along with Lyn, AFA leaders and APFA President Julie Hedrick. Expert Guest Speakers: Dan Akins Dan is a leading union side airline industry economist who has decades of experience assisting flight attendant negotiations. Dan is uniquely qualified to provide an analysis of the state of the airline industry and how to navigate the coming period.	

Jane Slaughter

Jane is a founder of Labor Notes and author of Concessions and How to Beat Them. Jane has firsthand knowledge of the history of management's attempts at concessions in the 1980s and beyond, and why many union members fought them.

Tom Juravich

Tom is a Professor of Labor Studies at University of Massachusetts Amherst the director of the University of Massachusetts Amherst Labor Relations and Research Center. Tom is an expert in corporate research for labor unions and can provide valuable insight into the importance of maintaining standards.

- On June 24, 2020 Lyn prepared to testify in an arbitration with the Union's legal counsel and arbitration team for a termination.
- On June 25, 2020, Lyn attended the arbitration at the Embassy Suites Love Field in Dallas. She worked with the team in preparing for the case and was prepared to testify.
- On June 25, Lyn met with BMAL Gayle Middleton, Treasurer and Office Manager John Parrot and the Grievance Team to discuss handling Step 2 hearings during the pandemic. Cases in Texas have surged at the same time a re-opening has started. Gayle, John and Lyn are working to take appropriate precautions to ensure the grievance team, grievants and outside witnesses are protected from being exposed to the virus.
- Lyn led meetings with the Negotiating Committee where public relations strategies were discussed.
- On Saturday, June 27, Lyn attended the weekly conference call with the TWU Presidents and economist Dan Akins.
- June 29, Lyn discussed holding arbitrations during the pandemic. Logistics of holding virtual arbitrations, exposure issues for both presenters and witnesses were discussed with legal counsel. Potential and actual problems are witnesses being unable to attend due to mandated or self quarantine, state travel restrictions, uptick in cases and social distancing during preparation and hearing.
- On June 30- July 1, Lyn flew pairing DS10.
- On Monday July 6, Lyn worked with the Negotiating Team.
- On Tuesday July 7, the powerpoint review continued. Later that day Lyn chaired an Executive Board Special Meeting.
- On Wednesday July 8 Lyn attended the regularly scheduled Officer catch up meeting.. Lyn also attended the Operations Update meeting and a meeting with the Negotiating Committee and The Gentry Agency.
- On Saturday July 11, Lyn prepared for a disability case regarding a Member. Lyn also attended the TWU Tele-conference with Dan Akins, Jerry Bradley, Larry Merchant and Arlicia Rickman.

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. Monitored our operation and remained in contact with Management and the Membership during COVID-19. Answered to Members phone calls, issues, emails, and other concerns. Responded to emails for the Executive Board. Attended Executive Board Meetings during the month of June and all special meetings. Has been working with Flight Attendants on unemployment issues, social media harassment, VIP insurance issues, uniform liaison, and continues to monitor the Boeing MAX grounding and has begun to investigate the use of Cargo flights and its impact on our Members.	

Report From:	Recording Secretary
Submitted Report:	
• Notice regarding the Second Membership Meetings have been sent to the Membership. The meetings will be held August 25, 27 & 28th via Zoom. • Working closely with Tech Services to finalize the registration and attendance process. I am excited and I look forward to our Locals first virtual Membership Meeting. • Working with the Civil and Human Rights Committee and the Executive Board with planning a town hall regarding diversity and inclusion matters. • June Executive Board Meeting- Closing out the meeting with all reports, sanitizing of the minutes, completing assigned task and follow ups. • July Executive Board Meeting- Preparing all minutes, scheduling guest, preparing the agenda and the Executive Board Meeting packet,etc. • Flew eight days during the month of June and fulfilled the quarterly flying requirement. • Attended a virtual CBT Townhall regarding African American Labor Leaders. • Worked on an outline for the next Unity Magazine Edition. • Attended a Special Meeting via Zoom on July 7th.	

Report From:	BMAL
Submitted Report:	
Boar Member at Large Chantil Huskey Executive Board July 2020 COVID-19 Task Force held multiple conference calls. Health Chair Michelle Moore, Safety Chair Jannah Dalak and myself continue to brief on a call every morning and debrief every evening over various COVID-19 related pulls and the ever changing rules/policies with the COVID-19 pulls. Within the last month we have seen changes to the reasons they strand Flight Attendants when exposed, the way they allow a Flight Attendant to return home after being stranded, how they deal with those exposed to a family member, how they pull them when waiting on a test result, the changes in leisure travel to Level 3 domestic States, the travel to International destinations unless you are a verified commuter, the return to work when exposed by a family member. Jannah, Michelle, and I have begun to take more phone calls as these changes continue. We continue to see emails coming in daily and we continue to do wellness checks on those that are confirmed positive when they notify us as well as those that are stranded. We have begun to see more pulls due to exposure from family members and from crew members within the last four weeks. We have get to get a direct number of those that have informed Southwest of testing positive. President Lyn Montgomery has addressed this with legal and we are hoping to hear something next week. As Grievance Chair and BMAL Gayle Ross Middleton was on vacation from the end of June until July I was directed as COVID-19 Task Force Chair to approach Rachel Loudermilk when needed regarding COVID-19 issues. I began to send an email every morning with anything that needed to be addressed from the evening before that may have been after hours, followed up with a daily call to discuss concerns, and then sent an email with anything new that needed to be addressed before close of day. I have continued to clear all COVID-19 Task Force Ecases in Salesforce daily and assist the Office Staff when needed on COVID-19 issues and anything else that might be able to be addressed. I also volunteered to work the phones for the Office Staff on July 4th, 2020. I have attended the last Southwest Operations conference call with President Lyn Montgomery and Grievance Chair/BMAL Gayle Ross Middleton. On this call we discussed the concerns of Management with the high rate of sick calls, COVID-19 exposure pulls, the commuter issues, and the effect all of these have on the daily operational needs. As BMAL I attended the two day Executive Board Zoom Meeting as well as the special meeting held. BMAL Sean Cooley has begun assisting me in the research of cases and assisting me with getting all COVID-19 cases logged into	

Salesforce.

Report From:	BMAL
Submitted Report:	
Kay Hogan In the month of June I continued to research Group Grievance information and assemble Group Grievance packets. I participated in conference calls assisting Grievance Chair Gayle Middleton. I attended GRC on June 15th and the Executive Board Meeting on June 16 & 17. I attended Arbitration Prep on June 24th and Arbitration on June 25th. I participated on a conference call on June 26 with President Montgomery and Chad Kleibscheidel to discuss emails from Members about Unemployment Insurance.	

Report From:	BMAL
Submitted Report:	
Officer Report for July 2020 — Charla Miller Board Member at Large • As Communications Committee Chairperson — coordinated and participated in our team's work on the daily projects, publications, and videos from TWU Local 556, the COVID-19 Task Force, other Committees, and Executive Board Members. Managed TWU Local 556 social media outlets. Monitored news and events regarding Southwest Airlines and other industry news, unions, and locals. • Assisted the Flight Attendant Drug and Alcohol Program (FADAP) Committee Chairs with their needs as Executive Board Liaison. • Communications with other unions and locals, externally and on property; continuing to strengthen relations and coalitions with Local 556. • Assisted TWU Local 556 President with projects/tasks as requested including daily media briefs. • Attended weekly conference calls hosted by AFL-CIO Communications, attending with other union and locals' communicators for labor updates, current campaigns, issues, and hot topics. • Attended all Executive Board virtual meetings and conference calls. • Continued to attend AFL-CIO digital training courses via webcasts and Zoom on government outreach and advocacy, and their union communicators series of classes for organizing, communications, and training. • Continued ongoing opportunities to assist our Members via phone calls, texts, emails, messages, video chats, and projects. • Thank you to the Membership for the privilege of serving you. It truly is an honor.	

Report From:	BMAL
Submitted Report:	
Sean Cooley-Board Member at Large --Sean Attended Executive Board Meetings via Zoom June 16-17, 2020 --Flew DEN Pairing CS49 June 28, 2020 through July 1, 2020 --Prepped and met with Channel 2 WKRN News Reporter to talk about BNA Tripling the cost of parking for Commuters out of BNA. --Attended Executive Board Special Meeting July 7, 2020 --Worked with the Covid-19 Task Force responding to calls and emails, counseling Flight Attendants, and Investigating cases. --Continue to respond to Flight Attendants questions about VSP, ETO, EXTO, and the possibility of furlough. The wearing of masks on the aircraft.	

Report From:	BMAL
Submitted Report:	
<u>Officer Report July 2020 E.B.</u> <u>Gayle Ross Middleton: Board Member at Large</u> · Gayle continued her work as Grievance Chairperson for TWU Local 556 · Attended June 1st Special Meeting on ExTO and VSP · June 15th Grievance Review Committee met · Attended Executive Boards June 16 & 17, 2020 · Daily COVID-19 work & monthly Conference Calls with Members of the COVID-19 Task Force · Weekly Operational calls with Scheduling, Planning, & SWA Management · Daily calls or emails with Inflight Base Operations · Several meetings with President Lyn Montgomery · Weekly meetings with Grievance Leaders and Grievance Team	

Report From:	BMAL
Submitted Report:	
Eric Weis * attended boards via zoom June 14-15 * continues to field calls, emails, and messages in relation to Covid 19, ETO, EXTO,VSP, Bna Parking, unemployment, and 4th Jump-seat.	

Report From:	DEBM - ATL
Submitted Report:	
Pamila attended the Executive Board Meeting June 16 and 17 and the Special Executive Board Meeting July 7 via Zoom. Pamila posted the Second Membership Meeting notice in the glass case. Pamila continues to attend weekly conference calls with Atlanta Inflight Base Leaders. Pamila answered questions in regards to the Voluntary Separation Program, Extended Time Off, and COVID 19. Pamila has been in contact with the Atlanta Shop Stewards throughout the month of June. Pamila continues to answer calls, emails and text messages from Members.	

Report From:	DEBM - BWI
Submitted Report:	
<u>Baltimore Domicile Executive Board Member Report</u> June 2020 Executive Board • Attended Executive Board Meeting – 6/16 & 17 (Virtual via Zoom) • Executive Board Conference Calls - 6/1 • Chair of the TWU District of Columbia Maryland Virginia State Conference - o DMV State Conference Meeting 6/25 - o Chair Report - o Follow up meeting with DMV attendees • Solution meeting on Diversity and Inclusion (Follow up meeting) - o Possible Townhall proposal for the EB ▪ Set possible date ▪ Working with focus group on possible topics Domicile Executive Board Member • Met with BWI Management (Topics Discussed) - - o Topics that BWI Members have brought to my concern - o FF/Step #2 Mtgs - o Maryland Unemployment (Headquarter Contact Person) - o F/As mask requirement, Inflight and Ground Ops having conflicting rules - o Inflight cloth mask scheduled to arrival and distribution - o How the Electrostatic spray cleaning is going • E-Connection – Current Events, Things to Know Fact Finding/Step #2 Meetings Fact Finding - 4 Step #2 - 4	

Report From:	DEBM - DAL
Submitted Report:	
Kristie participated in the early release of Open Time conference call to discuss remedies for FAs . She attended the Covid Task Force conference call. Kristie also joined the zoom meeting Q&A the Negotiating Team provided for the membership. She attended Board meetings June 16 and 17. She did a few fact finding meetings. The glass case was updated and she included the new virtual meeting notice. Base manager Tammi Feuling and Kristie had a one on one call to discuss base and parking issues. She updated Dallas Union Connection FB group daily with all union related news.	

Report From:	DEBM - DEN
Submitted Report:	
Jessica attended the Executive Board Meeting via Zoom June 16-17. On June 25, Jessica represented a Member in a Fact-Finding Meeting and met with the Denver Base Manager for an update on issues specific to the Denver Base. Jessica posted the Membership Meeting notice in the glass case in the Denver Inflight Lounge on July 6. Jessica attended a Special Meeting of the Executive Board via Zoom on July 7. Jessica participated in a webinar hosted by the RDR Group on July 8 titled Practicing Virtual Inclusion and Staying Connected. Jessica answered Members' emails, calls, and texts. Jessica submitted budgets for the 2020-2021 fiscal year for the Scholarship Committee and the Women's Issues, Service, and Education (WISE) Committee. Jessica assisted Members who have been quarantined per the Company's request, those who have self-quarantined due to exposure not related to Southwest Airlines, and Members who have tested positive for COVID-19.	

Report From:	DEBM - HOU
Submitted Report:	
David reports he attended the Executive Board Meeting via Zoom on June 16 and 17 and a special meeting on July 8. He reports that he does not prefer Executive Board Meetings to be conducted via Zoom or conference calls as the technology is still lacking. Technical difficulties inhibit the meeting and he believes it puts the Board's representation of the Membership at a deficit. He hopes the Board will be able to meet again in person soon. David was at Hobby airport several times in June and July for meetings with Houston Inflight Management on various topics. David assisted several Members with COVID-19 issues and requested an outline of how Members are pulled for various COVID related issues from the Corona Task Force (CTF). David was informed the information regarding pulls is ever changing and the CTF was working on something with Southwest. David reports there were very few Fact-Finding Meetings scheduled over the last thirty days. David remained in constant contact with the Executive Board and Inflight Management.	

Report From:	DEBM - LAS
Submitted Report:	
Rachel attended the June 2020 Executive Board Meeting as well as the Special Meeting on July 7. Rachel assisted Members via phone calls, emails, and texts. Rachel reports that the McCartan parking office in Las Vegas has decided to return Pilots and Flight Attendants to the Economy Lot rather than keep all Crews in the Zero Level Parking Lot. This has been a confusing and frustrating issue and Rachel continues to work with the Base to assist Members with all Parking issues.	

Report From:	DEBM - LAX
Submitted Report:	
Trish attended two zoom conference calls in June. Trish was extremely pleased with the NT interactive zoom meeting that was held with the membership. Trish attended the July Executive Board zoom meeting, conducted two fact finding meetings, and spent time in the base. Trish also received base updates from management, and is pleased that progress on the new lounge is on track to open early 2021. Trish answered many inquiries regarding ETO,EXTO, and state benefits. Trish wishes to thank the NT for their hard work on the zoom meeting presentation, and Paige Spence for her assistance in the base. Trish continues to receive many member inquiries, and is pleased to provide support to the base.	

Report From:	DEBM - MCO
Submitted Report:	
Jimmy reported that since the last Executive Board Meeting, there has been a huge spike in Fact-Finding Meetings compared to the last few months. The meetings range from various topics that include, but are not limited too, social media violations, late to gate, delay of flight and UM Procedures. Jimmy participated in a conference call with the EB and Negotiating Team on June 7, 2020. Jimmy reported he has been in contact with Professional Standards Chairperson Kurtis Beggs regarding Professional Standards issues. Jimmy reported he has met with Orlando Base Management to discuss issues in the base. Jimmy has answered several calls regarding the VSP and ExTO programs. Jimmy continues to be available to all Flight Attendant's via email, phone and text. Jimmy updated the next Membership Meeting notice in the Union Glass Case on July 7, 2020.	

Report From:	DEBM - MDW
Submitted Report:	
Donna reports during the month of June there were many questions regarding the Time Off program and the Voluntary Separation Program (VSP) offered by Southwest Airlines to employees. 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 has represented Members in Fact-Finding Meetings and Step 2 Meetings throughout the month for various reasons. 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 participated in the Executive Board Zoom Meeting on June 15 -16. Donna attended the Executive Board Special Zoom Meeting on July 7 to discuss the Negotiating Teams request to hire a PR firm. Donna was Emergency Officer on Call the week of Jun 15. Donna has also been out flying the line this month and had first hand experience of the frustrations and anxieties of Members. Donna has been available and in communication with the Chicago Members via phone, email, and text. Donna Keith	

Report From:	DEBM - OAK
Submitted Report:	
Josh attended the June Zoom session of Executive Boards as well as the July 7th Zoom Special Meeting. While Josh feels that it is productive to have Zoom meetings of the Executive Board in between regular Board Meetings, he will be thankful when the Board can hold regular meetings in person once again. Josh feels that it is important to still hold in person meetings and discuss issues without technological hang-ups. Josh was Emergency Officer on Call for the week July 6-12. Josh represented a Member in a fact finding meeting and continues to be available to Members via phone, email, and text for all issues.	

Report From:	DEBM - PHX
Submitted Report:	
• Attended 6/16-6/17 EB Meeting via Zoom • Continues to update the COVID-19 internal document, which is a handy reference for Union Staff, EB, and the Education Committee • Reviewed Grievances and wrote a Base Report for the July Board Meeting • 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 • Placed the Membership Meeting notice in the glass case on 7/7 • Has spoken with the CTF and the Assistant Base Mangers about COVID-19 concerns regarding PHX Flight Attendants • Sat Emergency Officer on Call from 6/22-7/6 and wants to thank LAS DEBM Rachel Brownfield for taking calls for John while he was in transit to DAL for Union Business • Continues to stay in touch with the Executive Board, Shop Stewards, and the Membership via phone, email, text, or social media	