

Executive Board Meeting
Minutes
August 11-12, 2020
Virtual Meeting

Tuesday; August 11th

1102 Call to Order- Lyn Montgomery, President

We appear to have a quorum

TWU International Pledge- Lyn Montgomery

Pledge of Allegiance- Executive Board Members

The Executive Board agreed by consensus regarding **motion (1)** to excuse Pamila Forte from the Tuesday session of the August 2020 Executive Board Meeting due to personal reasons.

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

Correspondences:

TWU International: Memorial Service of Mr. John Bland

TWU International: Passing of Theresa Samuelson

TWU International: Express Jet

John Parrott made a **motion (2)** that TWU Local 556 will donate \$1,000 to the scholarship fund of the Coalition of Black Trade Unionists in Honor and Memorial of Mr. John Bland. The Executive Board agreed by unanimous consent.

Gayle Ross Middleton submitted the **Grievance Report** for review, and it is attached. The Executive Board agreed by unanimous consent to the Letter of Understanding regarding FAR Rest with open time pairings.

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

John Parrott made a **motion (3)** to accept the settlement offer for a grievance case. Sean Cooley **seconded** the motion. The Executive Board voted by hand. The motion **fails**.

The Executive Board took a break at 1200
Lyn Montgomery called the Meeting to order at 1210

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

President Report – Lyn Montgomery submitted a report for review.

Office Manager Report- John Parrott presented a report for review.

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

2nd Vice-President Report - LaTonia Paul Benoit presented a report.
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.
Charla Miller- submitted a report for review.
Gayle Ross Middleton- 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.
Las Vegas – Rachel Brownfield 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.

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

CISM – Eileen Rodriguez submitted a report for review.
COPE- Lyn Montgomery and LaTonia Paul Benoit presented the report.
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.
Communications Committee – KeyAnder Early and Charla Miller submitted a report for review.
Mobilization/Organizing Committee- Lyn Montgomery, Chantil Huskey and Kay Hogan submitted a report for review.
Shop Steward Committee- Lucy White-Lehman and Damion West submitted a report for review.

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.
Satellite Bases- Lyn Montgomery submitted a report for review.
Technical Services- Drew Kennedy submitted a report for review.
Veteran's Committee- Chris Sullivan and Wayne Tipton submitted a report for review.

The Executive Board went to lunch at 1300-1400
Lyn Montgomery called the Meeting to order at 1400

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

Negotiations Committee Report: The Executive Board entered executive session at 1408 and exited at 1507 with guest Denny Sebesta, LaShaye Hutchinson, Joe Skotnik and Liz Howayeck.

Lyn Montgomery recessed the Meeting at 1530

Wednesday; August 12th

1102 Call to Order- Lyn Montgomery, President

The Executive Board agreed by consensus regarding **motion (4)** to excuse Pamila Forte from the Wednesday morning session of the August 2020 Executive Board Meeting due to personal reasons.

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

The Executive Board was in Executive Session from 1105-1147 with guest.

CTF Committee- Committee Members Chantil Huskey, Michael Massoni, Michele Moore, Jannah Dalak, Gayle Ross Middleton and Kristie Scarbrough provided an update to the Executive Board regarding COVID-19 matters.

CISM – Committee Chairperson Eileen Rodriguez introduced onsite EAP Representative Amy Sweatnam. Amy explained her role at Southwest. They will be doing a presentation for the Executive Board and Grievance Team regarding suicide.

*The Executive Board went to lunch at 1303-1403
Lyn Montgomery called the Meeting to order at 1403*

The Executive Board agreed by consensus regarding **motion (5)** to excuse Donna Keith from the Wednesday afternoon session of the August 2020 Executive Board Meeting due to personal reasons.

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

Termination Grievances

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

John Parrott made a **motion (6)** not to proceed on a grievance case. Chantil Huskey **seconded** the motion. The motion **carries**.

John Parrott presented the **July 2020 Financial Reports** for review.

Unfinished Business

- **Policy and Guidelines**

Jimmy West, Chantil Huskey and Marcy Vinyard were added to the committee. The committee will be addressing the needed changes to the P&G.

- **Racial Equality Resolution**

The scheduled conference call for Thursday; August 6th at 1100 central to discuss racial equality and create a plan of action was cancelled and will need to be rescheduled.

- **Bylaws**

To honor the spirit of the motion made during the First Membership Meeting, four Members have been added to the bylaw committee. They are Dale Wilson, Renda Marsh, David Kirtley and Lucy White-Lehman.

New Business

- **Quarterly Flying**

Gayle Ross Middleton made a **motion (7)** to excuse TWU Local 556 Executive Board Officers from 3rd Quarter flying for those who are in a high-risk health conditions related to COVID-19. Kristie Scarbrough **seconded** the motion. The Executive Board discussed the motion on the floor.

Kristie Scarbrough made an **amendment (8)** make an amendment to the motion to strike" high risk health conditions" and insert " for those that are in a high-risk category." Gayle Ross Middleton **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

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

The motion **carries**.

The Executive Board voted by roll call on the amended **Motion (7)** to excuse TWU Local 556 Executive Board Officers from 3rd Quarter flying for those who are in a high-risk health category related to COVID-19.

Montgomery, President	CHAIR/YEA	Forte (ATL)	NAY
Kleibschedel, 1 st VP	YEA	D. West (BWI)	NAY

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

The motion **carries**.

Health and Safety Committee: Committee Members Michele Moore, Michael Massoni and Jannah Dalak provided the Executive Board with an update and discussed health and safety changes.

The Executive Board took a break at 1613
Lyn Montgomery called the Meeting to order at 1623

The Executive Board went into Executive Session from 1625-1647.

Charla Miller made a **motion (9)** to adjourn the meeting. Chantil Huskey **seconded** the motion. The Executive Board voted by hand. The motion **fails**.

KeyAnder Early provided an overview of how the Membership Meeting would be conducted. The Executive Board will be conducting a run through prior to the meeting.

The Executive Board went into Executive Session from 1732-1741.

Lyn Montgomery adjourned the Meeting at 1751

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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AUGUST 2020 OFFICERS REPORTS

Report From:	President
Submitted Report:	
President's Report • July 14 -15, Lyn chaired the July 2020 Executive Board Meeting. • July 17, Lyn and the TWU Local 556 Negotiating Committee attended a meeting with the Company's Negotiating team led by Brendan Conlon. A follow up meeting was scheduled for July 31. ○ The Company confirmed that no WARN letters (furlough notices) were being sent at this point. ○ Approximately 33 percent of active Flight Attendants opted for VSP or ExTO bids. The Company confirmed that all VSP bids would be awarded. ○ The Company was still working through ExTO bid awards and details on the process for call-backs. Lyn and the Negotiating Team made it clear that the Union must be included in those discussions to ensure Flight Attendants' best interests are respected as we navigate this unprecedented situation. • Lyn has continued to work to ensure Congress passes an extension of the Payroll Support Program CARES Bill which would ensure that no airline could furlough through March 2021. Lyn and the TWU Southwest Presidents sent a letter to Gary Kelly asking for his public support of the bill. • Lyn has standing meetings every Saturday morning at 10:00 AM with TWU Local 556 Presidents, Chuck Cerf, Larry Merchant, and Jerry Bradely. Aviation Economist Dan Akins joins the call to discuss the impacts of COVID-19. • On August 21, 2020 Lyn chaired a Special Meeting to the TWU Local 556 Executive Board. • July 21-23, Lyn responded to several media inquiries concerning the voluntary leave programs and the labor concerns of TWU Local 556 Flight Attendants. • July 28, Lyn, the TWU Local 556 Negotiating Committee ,Chantil Huskey Co-Chairperson of Mobilization and Organization Committee and Kay Hogan Co-Chairperson of Mobilization and Organization Committee brainstormed on a campaign to celebrate TWU 556 Members who are retiring. The Legacy Of Luv campaign was launched on August 4. • As you know, Members of TWU Local 556, the Flight Attendants of Southwest Airlines, have once again stepped up for our Company, our fellow Flight Attendants and the co-hearts they love so very much. With	

the world reeling from the effects of the pandemic, 724 Flight Attendants answered the call to help, willingly retiring from a career they poured their heart into to help others in need.

Now, it's time to celebrate their service, their sacrifice, and the Legacy of LUV they have built for all of us.

Today, we are pleased to announce #LegacyofLUV, a very special celebration from TWU Local 556 to honor our brave warriors who have stepped up to help. Please join us to help us highlight those who are retiring.

For those spreading your wings through the Voluntary Separation Program (VSP): Please share with us about your career as a Flight Attendant. This can be through your words, pictures or even brief video clips. Consider contributing photos of yourself in any uniform from any year – whether that's with Southwest Airlines or other carriers —so we can celebrate all aspects of your service. We would love to receive those at LegacyofLUV@twu556.org by August 11. Please include your name, base, employee number and years of service.

(Please note that information sent may be used in a public manner on our social media, emails to Members, video and/or website. Also, if you are filming new video with your phone, make sure to hold it sideways for a widescreen format!)

For those who continue to fly high because of the sacrifice of our fellow Members: Please let the Flight Attendants who took VSP know how much you value their contributions! From the support they have offered you throughout your career to their momentous decision that may help the Company avoid furloughs, please show them how much they have meant to you. Consider contributing messages, pictures or video to this virtual message board to wish them all happy landings.

Please submit your posts by August 25.

Make plans to join the party. What's a retirement without a party? Please save the date for Monday, August 31, 1500 CDT, to join us via Zoom (link coming soon) for the #LegacyofLUV Virtual Celebration, featuring the debut of a special video honoring our Members who have chosen to retire. (If you can't join us live, don't worry; a recording will be made available afterward so that you don't miss a second of the celebration!)

It's hard to put into words how much those who have chosen retirement will be missed, or how great their contributions have been--this year, and in the many years they have served our customers, our crews, our Company and our community. They have truly created a Legacy of LUV that we will be proud to carry forward in their honor.

- July 31, the scheduled meeting with Management's Negotiating Team was scheduled specifically to discuss the callback process from the Company's EXTO program. The Union came prepared to discuss the many questions around provisions of the ExTO program, including return to work as well as expansion of the programs, should the Company need. The Company was not prepared to discuss these items. The Company presented publicly-available information about how Southwest Airlines and the airline industry as a whole is suffering more than any other time in its history. Though a recovery depends greatly on customer demand, by many different measures, Southwest Airlines is named, by industry experts, as the most well-positioned airline to weather the effects of this current pandemic. The Union requested information about the financial impact of the more than 32 percent of Flight Attendants who took ExTO or VSP, and how their contributions have assisted in the viability of the airline. The Company did not have that information. Lyn has demanded more transparency from the Company as this fast-moving situation progresses, so our membership has the information needed to make decisions.
- Lyn attended and chaired the TWU Local 556 Article XXI Hearing on August 4.
- Lyn, BMAL and Grievance Chairperson Gayle Middleton, Grievance Team Leader Brandon Hillhouse, and Negotiator Denny Sebesta participated in meetings with Management concerning the operation on Wednesdays throughout the month.
- July 31, Lyn posted the following message with a video update on the TWU Local 556 official group and page.

As you are probably already aware, Gary Kelly stated in his July 24th message: Furloughs,

"Up front, I want you all to know we will not furlough or layoff any Southwest Employees on October 1, unlike our major competitors."

Announcing there will be no furloughs through at least the end of the year, even though the provisions from the CARES Act Payroll Support Program is set to expire on September 30, is great news. We have worked hard to ensure that the Company would not furlough. Had we not reached the numbers needed to reduce the staffing through the voluntary leave and separation program, your Union was prepared to request changes to the programs to allow more people to participate. We have taken a hard stance against any talks of concessions, but that does not mean we invite furloughs. The Union will continue working for you to avoid losses of any kind for the entire workgroup, from the most junior to the most senior Flight Attendant.

As aviation's first responders, our Flight Attendants continue to work on the front line doing their part to keep customer satisfaction levels high during a tremendously challenging time. We are grateful for the service of the Flight Attendants who continue to fly and meet the daily challenges of the COVID-19 crisis with a deep commitment to serving customers. TWU Local 556 joins together with other unions lobbying for the extension of the CARES Act Payroll Support Program. An extension will provide further payroll support and airlines will not be able to furlough through March 2021.

As the financial impacts of the pandemic endure, TWU Local 556 continues to seek ways to protect the interests of Flight Attendants. Inflight has made the largest contribution of any workgroup with 33% of Flight Attendants electing to take the ExTO or VSP. We have proven over and over again that we are willing to make sacrifices to ensure the success of Southwest Airlines.

These sacrifices are not just made by those who were able to take voluntary leaves or VSP, working Line Holders and Reserves are feeling the impacts through:

- Reduced line pay**
- Reduction in available trips to pick up and trade**
- Changes in flight schedules and cancellations**
- Rescheduling of original trips and additional legs**
- Loss of \$5.00 premiums for flight capacities**
- Additional cost and hassles for commuters due to flight schedule changes and seat capacities**
- Constant change in procedures, announcements, and service**

Looking forward, the Company will be offering more TIME AWAY and ETO options to adjust staffing concerns as required. We are encouraged in the areas where the Company has been working with us to find resolutions to issues and create more ways to save. This includes, but is not limited to:

- Time Away Program**
- Bidding timeline extension**
- PIN Extension**
- Pay on top of cancelled pairings to assist with April staffing**
- Unlock agreement for LODOs**
- RIG values retained for modified pairings**
- Line pay protections**
- Reschedule pay guarantees**
- Hotels for commuters with later release times due to the April flight reductions**
- Options for reschedules that fell outside of the original trip footprint**
- COVID-19 pay protections**

- Satellite Base Test Program extension with improvements

Further, our hard-working teams, such as the COVID-19 Task Force, and the Grievance Team coordinate with Management daily to resolve individual issues and concerns due to COVID-19.

The Company has been reducing and increasing the flight schedules, often at the last minute, and Flight Attendants have borne the brunt of these adjustments. TWU Local 556 appealed to Southwest Airlines to make operational decisions in a more timely manner to allow for a better evaluation of staffing needs prior to line building. This includes allowing for absences due to the COVID-19 pandemic. Flight Attendants have always stepped up to help cover pairings and continue to make sacrifices to assist when needed, but we also should be able to plan our lives. Flight Attendants have made difficult decisions to retire earlier than they may have planned, while others have taken voluntary leaves to help our Company survive. In return, a better evaluation of staffing by upper leadership is needed.

With that said, flight schedules are going to change once again. Starting August 5, we will begin to see more cancellation of flight legs affecting pairings in August. We have had assurances from Crew Planning the issues that occurred in April will be minimized. Pairing adjustments will be made with the planning rule of ten and one-half (10:30) consecutive duty hours, rather than the twelve (12:30) consecutive duty hours possible with a normal reschedule, and a minimum eleven (11:00) hour crew rest. The original footprint of the pairings will be respected for check-in times and will not be moved to an earlier report time. If an entire crew is canceled, the more junior Flight Attendant will be rescheduled to a modified pairing before a more senior Flight Attendant. Any TFP above the original value of the pairing acquired prior to the reschedule will pay time and one half. All RIGS will be applied. Keep in mind you will be able to pick up a trip on top of a cancelled pairing but you will not be credited for both pairings like in April. You will only be paid what you actually flew or the value of the cancelled trip whichever is greater. Be careful when picking up. The Union is in constant discussions with Management's operations team and will address concerns as issues arise. Please see RBF 2020-084 for the Company's update.

There has never been a more important time to be a part of a strong Union. I, along with all of TWU Local 556 and TWU International are working for you. Empower the lobbying movement for the CARES ACT Payroll Support Program extension by clicking on the CALL TO ACTION below.

- Flight schedules were drastically reduced again for pairings already scheduled. 500 cancellations a day needed to be

processed. Lyn communicated the following to the Membership on August 5.

Today the Company started mass modifications of pairings for trips on or after August 10. Pursuant to Article 12.2.D, Crew Scheduling will assist Flight Attendants to pick up or trade pairings that check in prior to August 10 and to self assign Reserve pairings. Normal Trip Trade / Giveaway will resume on the 6th when the Company has completed the adjustments. Pairings from August 10 – August 31 may change and will not be available for pick up until the process is complete.

Keep in mind, the system will allow you to pick up a trip on top of a canceled pairing, but you will not be credited for both pairings, as in April. You will only be paid for your actual or scheduled flying or the value of the canceled trip, whichever is greater, over the life of the pairing for the number of days you were originally scheduled to fly. Keep this in mind if picking up a new trip.

Many of you are seeing NEW HIRE in assigned positions on your modified pairings. This is just a placeholder needed to satisfy system requirements. Trips with this designation are still being altered and once completed, will be in Open Time when the system is reinstated to full operation.

TWU Local 556 understands that the modified pairings affect the ability to bid successfully for overlap adjustments. We asked Management to delay the bidding time frame and allow you to bid once the pairing modifications were finalized. Management considered extending the bidding timeline for September, but determined not to do so. An August rebid would not have been possible due to the time needed for Crew Planning to receive the information about the scheduling reductions and make changes. Refer to RBF 2020-084 for more details, and for further inquiries, please contact Crew Planning.

The effects of COVID-19 have created many new scenarios not experienced before, highlighting areas in our Contract that need improvement and attention. The TWU Local 556 Negotiating Team is working on Contract language that will offer more protections in the future.

Until stronger language is incorporated into our Collective Bargaining Agreement, the TWU Local 556 Grievance Team will work diligently to solve any contractual violations and practices affecting the footprint of bid line pairings and issues due to the massive reductions in our schedules.

Continued flight reductions of such magnitude are concerning. I am working with all the teams at TWU Local 556 to prevent pay concessions and furloughs while still focusing on the daily quality of life issues that affect us. I know it is a difficult time, but being prepared, informed, and united will see us through — together.

- Planning exceeded expectations and Lyn ensured a follow up message announcing that CWA would be back up and running at midnight CST immediately after being informed that Planning was completing the process earlier than expected.
- The Grievance Committee is working through the issues created by the mass cancellations of August. The Negotiating Committee is kept abreast of the issues to be resolved so better contractual protections can be generated for the future. Management claimed that the issues incurred in April would not repeat as they have updated their systems. However, many Members have experienced issues with the reschedules which are being vetted by the hard working Grievance Committee.
- Lyn along with the Vice Presidents, Recording Secretary, Financial Secretary Treasurer and the TWU Local 556 Tech Services member are working through the logistics of the upcoming virtual Membership Meetings.
- Lyn continues to prioritize the interests of TWU Local 556 Members' jobs, livelihoods, safety and futures as COVID-19 ravages though the aviation industry.

Report From:	Recording Secretary
Submitted Report:	
I was out of the office on vacation for two weeks during the month of July. I attended the Executive Board Meeting and various meetings before leaving for vacation. I have been working with Tech Services on preparing for the virtual Second Membership Meeting. I am excited to see the Local be able to use this platform. The registration information will go out this week.	

Report From:	Vice President - 1
Submitted Report:	
Vice President Chad Kleibschedel has had briefing meetings or telephone calls with the president to remain updated on critical items that affect our Membership. He has also been kept informed and aware of the 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 July attended special meetings of the Board and participated in the Executive hearing. Continues to monitor the RTS of the 800 and assisted Grievance staff. He is working to resolve unemployment issues for our Members, supports the COVID-19 TaskForce, and has approached the Company on continued Flight Attendant harassment by customers at work. He is preparing for upcoming virtual Membership Meetings. He continues to work with communications and the uniform committee on several projects. He is also participating in the Scholarship Committee selection process again this year. Chad wants to thank the Members for continued positive feedback, constructive criticism, and becoming more and more informed and active and hopes everyone remains healthy and safe.	

Report From:	Vice President - 2
Submitted Report:	
July 13	Attended AFL Delegates Constitutional Amendment Zoom Meeting
July 14-15	Attended TWU Local 556 Executive Board Meeting
July 20	Top 5 Call
July 21	Special Board Meeting
July 22	Top 5 Call
July 24	Attended TWU Working Women Chair and CoChairs Zoom Meeting
July 28	Drive to Dallas/ office
July 29	Worked in the office/ with 1st Vice President Chad K.
July 30	Worked in the office
July 31	Attended AFL-CIO Working Women Zoom Meeting
Aug 3	Drove to Dallas/office
Aug 4	Special EB Meeting
Aug 5	Top 5 Call/ worked in the office
Aug 10	Top 5 Call
	Attended GRC
	Drove to Dallas/ Officer on Call

Report From:	BMAL
Submitted Report:	
Kay Hogan On July 7th I attended a Special Executive Board Meeting. On July 13th I attended GRC and July 14th & 15th I attended the monthly Executive Board Meeting. On July 21st I attended a Special Executive Board Meeting. On July 28th I participated in a call for the VSP Flight Attendant tribute strategy meeting for MOB/ORG. On July 31st I had a followup call with 1st Vice President Chad Kleibscheidel about the ongoing reporting issues with Unemployment Insurance claims for our Members who took ETO. I also continued to work on Group Grievance Packets for 2 additional Group Grievances filed, MRT/CMRT awards not bid and the Company's ETO Program. I also answered emails from members related to Unemployment Insurance reporting, returned phone calls and assisted Grievance Chair Gayle Middleton with not to proceed calls and other Grievance related issues.	

Report From:	BMAL
Submitted Report:	
<u>Officer Report August 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 July 7th Executive Board Special Meeting • Numerous meetings regarding arbitrations and settlements in July • July 9th attended a call regarding OAK COVID-19 language. Waiting for response from attorneys regarding questions. • July 13th GRC meeting. Attended Executive Boards July 14 & 15, 2020 • Daily COVID-19 work & monthly Conference Calls with Members of the COVID-19 Task Force. Weekly calls with Chantil Huskey, CTF Chair. • July 20th DEN COVID-19 language call. • July 21st Executive Board Special Meeting • July 27-28 Arbitration • 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:	
Sean Cooley- Board Member at Large -Attended Executive Board Meetings via Zoom July 14,15, 2020 -Worked with Covid Task Force Investigating Member cases, for pay, pulls and exposures. - Continually supported members with issues related to same. July 20-24, 2020. - Flew DEN Pairing CS3C - Attended Executive Board Special Meeting July 21,2020 -Attended Executive Board Hearing for Article XXI August 4, 2020 -EOOC for the week August 3, 2020- August 9, 2020 -Spent most of the month answering questions, and concerns related to mask procedures, ETO, EXTO, and VSP, Cancellations, and operations.	

Report From:	BMAL
Submitted Report:	
Officer Report for August 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 Negotiating Committee, CTF, Grievance, other Committees, President, and other 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, external 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, conference calls, and special meetings. • Completed computer security update training course hosted by Tech Services. • Completed annual recurrent training. • 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 to assist our Members directly 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:	DEBM - ATL
Submitted Report:	
Pamila attended the Executive Board Meeting via Zoom July 14-15. Pamila attended the Executive Board Conference call July 7. Pamila attended conference calls with Atlanta Inflight base Managers to discuss; upcoming changes to employee parking in September, new COVID 19 reporting procedures, VSP, ExTO, and ETO. Pamila fielded calls from Members in regards to Unemployment Insurance, COVID 19, mass rescheduling of pairings, VSP, and ExTo. Pamila called all of the Atlanta Shop Stewards to check on their families and well being during this difficult time. Pamila would like to thank Shop Stewards Lakenya Johnson, Eric McCulley, Travis Bruce, and John Justen for keeping the Atlanta Base Education, Information & Resources Facebook Group up-to-date. Pamila continues to communicate with Members via text, calls and email.	

Report From:	DEBM - BWI
Submitted Report:	
<u>Baltimore Domicile Executive Board Member Report</u> July 2020 Executive Board • Attended Executive Board Meeting – 7/14 & 15 (Virtual via Zoom) • Executive Board Conference Call (Virtual via Zoom) – 7/7 • Special Executive Board Meeting (Virtual via Zoom) – 8/4 • Chair of the TWU District of Columbia Maryland Virginia State Conference • 3rd Quarterly Flying Requirement ○ BAAJ - 7/16 ○ BAAJ - 7/23 Domicile Executive Board Member • Met with BWI Management (Topics Discussed) – 7/22 & 8/5 ○ Topics that BWI Members have brought to my concerns ○ COVID procedure changes ○ Procedures if ID Badge expires while on ETO/ExETO ○ Procedures for notifying the base of COVID test ○ Monthly FF/Step #2 Mtgs ○ Maryland Unemployment is continuing to be a huge issue ○ F/As mask requirement, Inflight and Ground Ops having conflicting rules ○ Pilots not wearing mask ○ Inflight cloth mask distribution and PPE still being available ○ Electrostatic spray cleaning in the lounge ○ Mass Cancelations for August • E-Connection – (Sent out 8/3) ○ Messages of Thanks ○ Info to Know in Baltimore ○ COVID testing sights in the BWI Area ○ VSP/ExETO Breakdown Numbers for BWI ○ Time Away Breakdown for September/October ○ September 2020 Seniority Breakdown ○ 2nd Round Vacation Bid Reminder ○ 2nd Membership Meeting Notice Reminder ○ Facebook DEBM Page Information Fact Finding/Step #2 Meetings Fact Finding – 6 Step #2 – 3	

Report From:	DEBM - DAL
Submitted Report:	
Kristie met with base manager Tammi Feuling via phone to discuss fact finding meetings, mask policy and social distancing in the lounge, issues with check in phone and COVID reporting issues. Points cases are on the rise in DAL and Kristie represented FAs in fact finding meetings. She attended the Special EB conference call on the 7th. She attended board meetings on the 14th and 15th. She continues to update the membership daily with base news, IIOTGs, RBF reminders and all union news. Kristie attended a EB conference call on the 21st. She also sat Emergency officer on call the last week of the month. She attended a CTF conference call on the 31st. She took notes and scheduled a follow up conference call for the DEBMs for the following month.	

Report From:	DEBM - DEN
Submitted Report:	
Jessica attended the Executive Board Meeting held via Zoom August 14-15. Jessica reviewed the Healthy Families and Workplaces Act (HFWA): Employee Rights to Paid Leave, and the Public Health Emergency Whistleblower Law (PHEW): Workers Rights to Express Workplace Health Concerns and Use of Protective Equipment. This legislation was signed by Governor Polis and became law on July 15. Jessica would like to thank Denver Shop Steward Jamie Simpson for her tireless work on this legislation that will benefit all Colorado workers. Jessica attended a meeting held via Google Hangout on July 20 to review the legislation and the immediate impact it would have on 556 Members. In attendance was Jessica Parker, Jamie Simpson, Grievance Committee Chairperson Gayle Middleton, Board Member at Large Chantil Huskey, and Colorado AFL-CIO Lobbyist Kjersten Forset. Jessica attended an Executive Board Special Meeting on July 21. Jessica participated in a meeting arranged by Dallas Domicile Executive Board Member and member of the COVID-19 Task Force Kristie Scarbrough. Jessica would like to thank Kristie for her dedication and attempts to keep all Executive Board Members updated on the most up to date issues surrounding COVID-19 and how it is affecting our Members. Jessica participated in the Article XXI Hearing of Board Member at Large Eric Weis on August 4. Jessica has answered Members' calls, emails, 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 via Zoom on July 14 and 15. David conducted Fact-Finding Meetings and had several meetings with Houston Inflight Management in July and early August. David attended the Article 21 Trial of Board Member at Large Eric Weis on August 4. David objects to all Executive Board Meetings being conducted solely by electronic means and hopes the Executive Board will return to in-person meetings when it is safe to do so.	

Report From:	DEBM - LAS
Submitted Report:	
Rachel reports that she attended the July 2020 Executive Board Meeting through zoom. Rachel represented Members in meetings with Management. Rachel spoke with the Las Vegas Inflight Base Leaders about issues within the Base including McCarran Parking and the shuttles. Rachel was present for Article XXI Hearing regarding Board Member at Large Eric Weis and his suspension. Rachel reviewed grievances for the August 2020 Executive Board Meeting.	

Report From:	DEBM - LAX
Submitted Report:	
Trish attended two conference calls, worked on the GRC review committee, and attended the July Executive board meetings. Trish also spent time in the base, met with management, and assisted many Flight Attendants with various questions and concerns regarding EXTO. Trish is please with the drop in Fact Finding Meetings this month, and hopes the trend will continue. Trish also attended Recurrent Training, and worked on plans for an On-Line education forum in lieu of in base visits, due to current social distancing restrictions. Trish wishes to thank all the Flight Attendants who decided to take the VSP for their years of service, dedication, and luv, and wishes each them the best!!	

Report From:	DEBM - MCO
Submitted Report:	
Jimmy reported that Fact-Finding Meetings in Orlando have shown a slight decline since the last Executive Board Meeting. Jimmy reported that he attended the Twu Local 556 Executive Board Meeting July 14-15, via ZOOM. Jimmy reported that he attended at special Executive Board meeting July 21 via ZOOM. Jimmy reported that he received several calls from July 31 through August 2 regarding hurricane Isaias from Flight Attendant's who live up and down the Eastern coast of Florida. The main concerns were Flight Attendant's did not to leave their homes unattended with the approaching storm. Jimmy attended the Article XXI Trial of the TWU International Constitution against Board Member at Large Eric Weis on August 4th via ZOOM. Jimmy reported he received several phone calls August 5th regarding the mass rescheduling of pairings. Some of the complaints were, but not limited to, AM trips changing to PM trips and vice versa, additional legs being added in rescheduled pairings and RON's changing when Flight Attendant's had specifically bid for certain RON's. Jimmy reported the Union Red Rack has been straightened.	

Report From:	DEBM - MDW
Submitted Report:	
Donna reports during the month of July she has had conversations with and met with Management several times during the month to discuss issues and concerns of Flight Attendants. Donna reports that Fact-Finding and Step 2 Meetings continue in the Chicago Base. Donna has represented Flight Attendants in Fact-Finding and Step 2 Meetings throughout the month. 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 participated in the Executive Board Zoom Meeting on July 14-15. Donna attended the TWU Local 556 Executive Board Special Meeting on July 21. Donna was Emergency Officer on Call the week of July 13. 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 in contact with Flight Attendants discussing VSP, Exto, Time Away, MRT, Covid 19, and other issues vital to our Flight Attendants well-being. 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 July September Board meeting as well as the special conference call and the Article XXI Trial. Josh represented Members in Fact Finding Meetings. Josh has also communicated with many Members about the frequent reschedules and how seniority does not seem to come into play when assigning trips. Flight Attendants are extremely frustrated and feel as though their seniority is being circumvented.	

Report From:	DEBM - PHX
Submitted Report:	
• Attended 7/14-7/15 EB Meeting via Zoom • Attended EB Conference Calls via Zoom on 7/21 and 8/4 • 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 August 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 her behalf • Continues to stay in touch with the Executive Board, Shop Stewards, and the Membership via phone, email, text, or social media	



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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Dallas, TX 75247
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www.twu556.org

AUGUST 2020 COMMITTEE REPORTS

Report From:	CISM
Submitted Report:	
CISM Chairperson Eileen Rodriguez had daily conference calls with the FADAP and Pro Standards Chairpersons daily to discuss daily operations and assist each other.	
CISM Chairperson Eileen Rodriguez held two CISM Team Zoom Meetings July 15 and 16	
CISM Team Chairpeson and EAP Amy Swetnam presented on "processing change" CISM Team Members were in attendance.	
The CISM Team handled a total of 65 Incidents and spoke to 120 Flight Attendants	
Aborted Takeoff	2
Calls Related to Death of FA	1
COVID-19	8
Death on Board	2
Debriefing - Team Member	2
Declared Emergency	2
FA Death	2
FA Death of Family Member	5
FA Injury	1
Mechanical	1
Medical Emergency	8
Passenger Misconduct	11

Personal Issue	15
Suicide Attempt/Inte rvention	1
Termination/ Fact Finding	2
Turbulence	2
Total	65
FAs Assisted	120

Report From:	Communications
Submitted Report:	
Communications Committee Report — August 2020 • Worked on projects and publications involving multiple committees, bases, and general Union communications (routine and urgent); in specific distribution groups and in systemwide communications (e.g. CTF Updates, President, Negotiating Committee, E-Connections, COPE, Safety, Grievance Team, Shop Steward Committee, etc. • Continued video production with the Negotiating Committee and President Montgomery. • Assisted the NT, President, and PR firm with special projects, attending multiple virtual meetings with various committees. Provided information to jointly complete tasks, publications, and social media communications. • Assisted as a team member on the #legacyofLUV Tribute campaign. • 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 Zoom and utilizing podcasts, in their series of classes for skills for online organizing, communications, and training. • 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. Please submit your article ideas and photos to communications@twu556.org.	

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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 8,428 Members. The Education Committee created, edited and published the following Facebook posts in July: Black Out date for Independence Day, 2021 Vacation Bidding, RT Bidding for May and August, and an update for Round One Vacation Bidding. Amanda created one Facebook Live to educate on recent topics affecting the Membership, as well as those requested by the Grievance Team. Face Coverings, Vacation 2021, September ETO/TA, August cancellations had 2,500 views. The Education Committee responded to Member questions from the Reserve e-mail blast sent to the Membership. Questions were also answered from the Facebook Live, Facebook Messenger, and phone calls from Members.	

Report From:	FADAP
Submitted Report:	
Flight Attendant Drug and Alcohol Program (FADAP) Co-chairs Natalie Salser and Tom Spillers continued to attend daily Crew Assistance Calls with, Sr. Manager of Crew Assistance programs, Tom Crabtree and the other chairs of the Inflight Peer Teams. Our FADAP PEERS continue to hold weekly flight attendant zoom meetings every Sunday and Tuesday throughout July. Natalie attended a lunch with Discovery Behavioral Health In Dallas July 21. Co chairs, Natalie and Tom along with Southwest Airlines Internal EAP, Amy Swetnam, presented a webinar on addiction and substance use disorder to the Inflight Managers, Supervisors , Directors, and Inflight Sr leaders July 30. Natalie toured the Fort treatment center in Fort Worth July 31.	

Report From:	Grievance
Submitted Report:	
August 2020 Grievance Report TOTAL NUMBER OF GRIEVANCES: 204 total grievances: 31 terminations 26 group grievances 40 non-term disciplinary 51 Attendance 56 individual contract Total Contract Grievances on file: 82 Total Discipline Grievances on file: 122 Settled and Withdrawn Report: Eighteen grievances were settled; of those eleven were settled at the Step 2 level, five while preparing for Executive Board review, one at the SWA Preliminary decision stage, and one at a grievance meeting. Twenty-eight grievances were withdrawn without prejudice. Three grievances expired. Of the fifty-one Attendance grievances, twenty-eight are No-Shows, four Unable to Contact, eight Failure to Report, six Sick Leave 1, one SLA, and four No-Show Training. The forty non-term disciplinary grievances consist of: twenty-three written warnings, four final written warnings, ten thirty-day suspensions, and three three-day suspensions. Fact-Finding Meetings: Fifty-seven fact-finding meetings were held in the bases, in July 2020. Chat Apps: 1,112 chat app messages received the month of July. Board of Adjustments: None scheduled due to COVID-19. Working out conditions to hold them virtually. Arbitration Schedule: FA-Day one held 11.12.19. Day two held 2.14.20. Day three 7.21.20. Submitting briefs. FA-February 27, 2020 day one was held. Day two was June 25, 2020. Submitting briefs	

FA-June 23, 2020 arbitration was held. Submitting briefs.
FA-July 28, 2020 arbitration. Arbitration held. Submitting briefs.
FA-August 21, 2020 arbitration. Settled.
FA-August 28, 2020 arbitration. Settled.
FA- September 4, 2020. Settled.
FA-September 9, 2020 arbitration.
FA-September 18, 2020 arbitration.
FA Group Grievance- September 29-30, 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 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: Pos. Alcohol/Drug Test. Slated August 11, 2020.

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

Upcoming Grievance Meeting:

The Union and Management have a conference call scheduled August 13, 2020.

Report From:	Health
Submitted Report:	
Health and Safety ReportAugust Executive Board Meeting	
<u>ASAP</u>	
We have reviewed 880 ASAP reports to date for 2020. We accepted 788 of these reports and excluded 82. The reports that were excluded mainly had to do with issues that were not Safety of Flight.	
We have had several meetings going over an ASAP Continuity guide. Southwest has created a manual that is a best practices guide that is for all the ASAP groups on property. We have issues that need to be discussed with Dave Hunt for resolution but this is not affecting the general operation of the program.	
<u>Health/Safety Issues</u>	
• We continue to bring all the Health and Safety concerns of our Members to Inflight Management via our HASC meeting and our Safety and weekly Regulatory/COVID-19 Teleconference. • We continue to receive and act on Event Notification System (ENS) emails. Year to date there have been 1,751 ENS messages received. • There is no update on the working groups (Final Descent, Turbulence and Hot Aircraft group). • Please see the Safety report for graphical overviews of the injury data for Inflight • There continue to be discussions regarding a company wide safety initiative.	
<u>Covid-19</u>	
• We continue to monitor the CDC, the WHO, and the FAA websites as well as the various news channels. • The COVID taskforce continue to get emails and phone calls from our Members. • The taskforce continues to have conference calls to maintain visibility of the current issues. • 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 – Weekly conference calls with Steve Murtoff, Tom Raffalski and Dominick Rivera

ASAP Round-up of all Southwest ASAP groups regarding the Southwest Continuity guide

FAA call with a Flight Attendant regarding a passenger drinking their own alcohol

Health and Safety Update and Max RTS discussion with TWU Local 556 EB

Report From:	LODO
Submitted Report:	
August 6, 2020 LODO Sub Committee Report There is nothing to report from the LODO Committee.	

Report From:	MOBORG
Submitted Report:	
MOB/ORG COMMITTEE REPORT 8/10/20 Mobilization and Organizing Co-Chair Chantil Huskey began to work with President Lyn Montgomery, Mobilization and Organizing Co-Chair Kay Hogan, Negotiations Team, and Communications Committee on a farewell party for those 724 Flight Attendants that took the (VSP) Voluntary Separation Program. We had conference calls between all of us and the Gentry PR Firm to create a way to say thank you to those that helped pave the way at Southwest Airlines. We have created a virtual message board to say thank and sent out communications asking Flight Attendants to send in a bio and pictures to help create a tribute ZOOM Party late September. We have received many emails with amazing bios and pictures we look forward to having put together for the ZOOM Party.	

Report From:	Other
Submitted Report:	
Executive Board Satellite Base Test Report - August 2020 The satellite base team has requested a meeting with the Company but it has not yet been scheduled. Update: ☐ The most recent success metrics provided to us by the Company are from June 2020 (see attached). ☐ The team is still waiting for the Company to provide available dates for a meeting.	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report for July 2020		
Company Policy		7
CRM		4
Employee Relations		1
Internal Peer Support		1
Not Taken		1
Pilot Issue		4
Social Media		1
Unprofessional Behavior		2
Withdrawn		4
Total		25
Positive Resolution		18
Unresolved		07
*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	1	
BWI	5	
DAL	1	

DEN	3
FLL	2
HOU	3
LAS	3
MCO	2
MDW	2
OAK	1
PHX	2

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: August 7, 2020 Re: August 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 - 14 <table> <tr> <td>ASAP Reports received 2020 Year-to-Date:</td> <td>880</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>788</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>82</td> </tr> <tr> <td>Open Reports:</td> <td>10</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>11,823</td> </tr> </table> Southwest Airlines Event Notification System (ENS) Fielded Events for Period: 7/12/20 through 8/7/20 = 209 Emergencies Declared for Period = 3 2020 Year-to-Date = 1751 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		ASAP Reports received 2020 Year-to-Date:	880	Accepted Reports Year-to-Date:	788	Excluded Reports to date:	82	Open Reports:	10	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	11,823
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Total Reports Received over the Life of Program	11,823																

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: 7/12/20 through 8/7/20 = 3

Date of Call	Base	Recommendation	Base Recommendation	Base Final
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07-16-2020	DAL	Non-Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
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07-13-2020	LAS	Non-Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
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07-12-2020	HOU	Paid - Operational Cause	Accepts	Paid - Operational Cause
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Fatigue Reports received 2020 Year-to-Date:	25
Paid – Operational Causation Year-to-Date:	12
Non-Paid – Non-Operational Causation Year-to-Date:	7
Non-Paid – No Crew Member Report Year-to-Date:	3
No Decision Necessary - Informational Only Year-to-Date:	3

SWALife Hot Aircraft Event Reporting

07/12/20 through 08/7/20 = 0

2020 YTD = 7

2019/2020 Year-over-Year Comparative: -154 (95.45% 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) 27JUL-02AUG20:

Hot Aircraft Overview 07.27.2020 - 08.02.2020

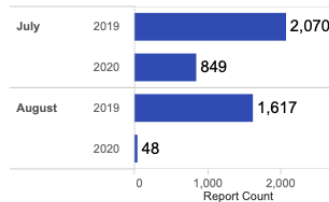
Hot AC Total by City



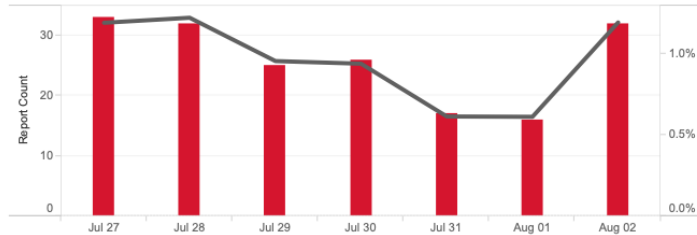
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference
	7/20/2020	7/27/2020	
ACARS	186	172	-7.53%
Inflight Form	7	9	28.57%
Grand Total	193	181	-6.22%

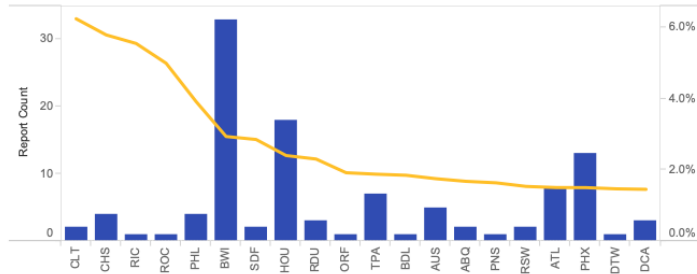
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



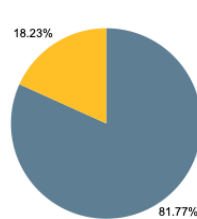
Stations - Top 20 Based on % of Flights



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	148	1.11%
800	33	0.61%

**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

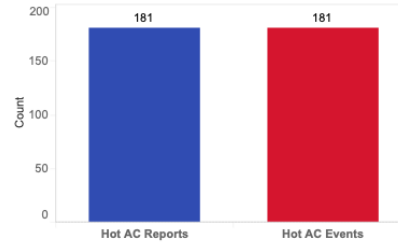
AC Number	
243	4
448	4
926	4

Gates with three or more reports

Station	Gate	
HOU	2	3
	51	3
BWI	B6	3
MDW	B5	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.

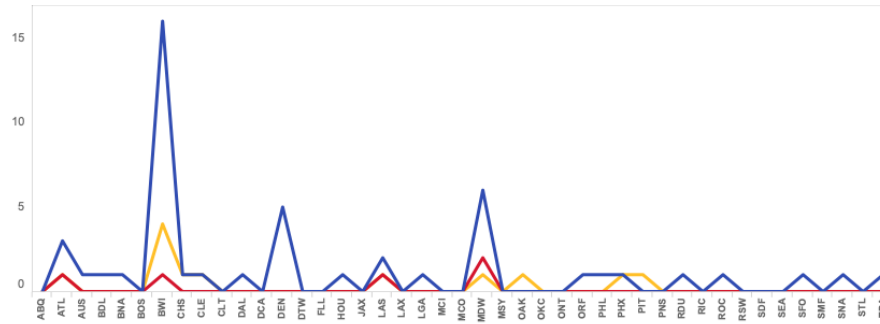


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	7/20/2020	7/27/2020
% Air Not Connected	31.18%	27.91%
% Ops Agent Not Present	5.38%	2.91%
% Ramp Agent Not Available	6.45%	6.98%

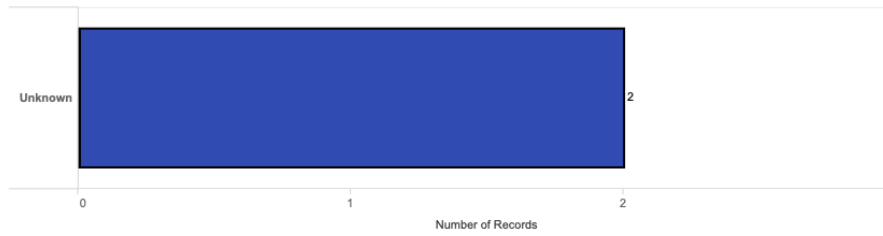


Good Job ACARS

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 07/27/20 to 08/02/20

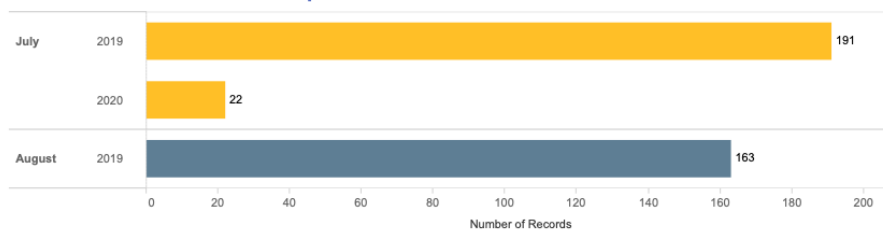
Pax Complaints by Originating City



Pax Complaints by day

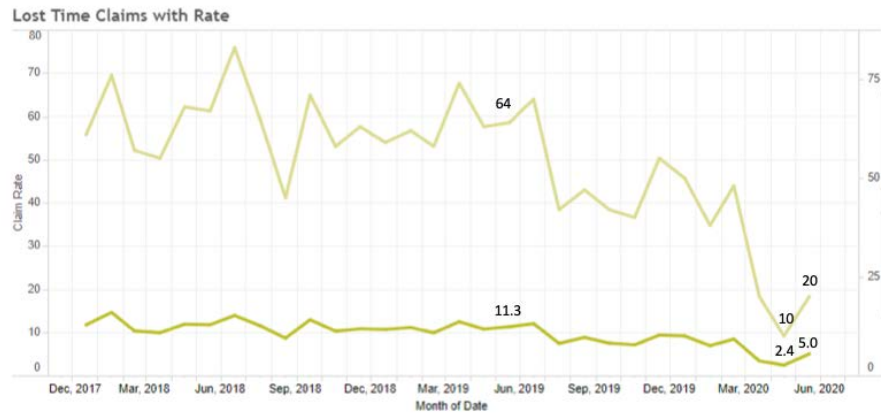


Year over Year Customer Complaints

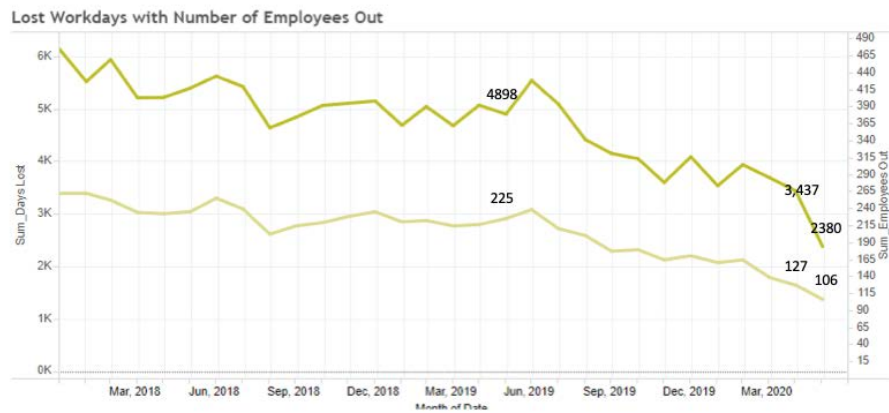


Current Occupational Injury Data:

LTCR



Lost Workdays



OSHA Recordable (Inflight)

☒	Date_of_Loss__c / OSHA Recordable					
	2018		2019		2020	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	75	64	86	59	85	51
February	54	80	81	71	77	39
March	77	66	82	71	101	32
April	79	61	79	69	29	11
May	82	72	89	61	8	9
June	82	69	80	80	42	19
July	95	92	83	68	36	18
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	116
Other	246	301	117
Slip/Trip/Fall	308	267	88
Carrying/Lifting	193	162	46
Pushing/Pulling	125	104	27
Weather	59	64	15
Collision	39	47	21
Caught In/Between	46	46	11
Contact with object	39	42	18
Inhalation	31	48	16
Strain	45	36	10
Cut/Puncture	47	25	10
Chemical Exposure	18	33	24
Animal/Insect	27	23	11
Burn/Scald	25	10	2
Repetitive Motion	7	10	2

The chart displays two data series over time from July 2018 to June 2020. The left Y-axis measures the 'Number of Injuries' (0 to 25), and the right Y-axis measures the 'Rate per 10K departures' (0.00 to 2.00). The 'Number of Injuries' is represented by blue bars, and the 'Rate per 10K departures' is represented by a green line with markers. A purple trendline is also shown for the rate per 10K departures.

Month	Number of Injuries	Rate per 10K departures
Jul-18	18	1.47
Aug-18	16	1.28
Sep-18	9	0.83
Oct-18	11	0.94
Nov-18	15	1.22
Dec-18	8	0.69
Jan-19	11	0.99
Feb-19	14	1.87
Mar-19	14	1.43
Apr-19	14	1.23
May-19	10	0.85
Jun-19	16	1.28
Jul-19	9	0.74
Aug-19	7	0.59
Sep-19	6	0.55
Oct-19	9	0.77
Nov-19	12	1.06
Dec-19	4	0.34
Jan-20	17	1.36
Feb-20	10	0.97
Mar-20	13	1.31
Apr-20	2	0.44
May-20	0	0.00
Jun-20	2	0.31

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COVID-19 Dashboard by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins University (JHU)

Global Cases

4,971,190

Cases by Country/Region/Severity

Country/Region	Cases
US	2,945,445
Brazil	2,565,171
India	688,953
Russia	658,676
South Africa	645,487
Mexico	643,891
Peru	777,631
Chile	632,394
Colombia	624,692
Iran	614,362
Spain	611,491
United Kingdom	587,245
Saudi Arabia	493,487
Pakistan	452,113
Bangladesh	426,193
Italy	439,621
Turkey	435,677
Argentina	431,298
France	416,642
Germany	407,986

Global Deaths

161,906

US State Level Deaths, Recoveries

State	Deaths	Recovered
New York US	15,849	32,748
New Jersey US	10,221	22,536
California US	8,861	19,521
Texas US	8,109	18,688
Massachusetts US	7,840	16,922
Illinois US	7,310	15,304
Pennsylvania US	6,524	14,022
Michigan US	6,424	13,688

August 27, 2020 – Health and Safety Coordination (HASC) Teleconference

with Inflight Safety and Regulatory Compliance

August 5, 2020 – ASAP Continuity Discussions (via Telecom) with SWA
Inflight ASAP and FAA

August 12, 2020 – Health and Safety Update and Max RTS Discussion with
TWU Local 556 EB

Report From:	Scheduling
Submitted Report:	
<i>July Scheduling Committee report</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of September decreased by 1,787 line positions from 8,276 in August to 6,489 positions in September. The Scheduling Committee left 93 positions in open time for the month of September, in comparison 695 was left in August.</i> <i>The Committee for the month of September wrote an average of 70.59% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity from August by .42%. 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 83.76 TFP average work days were 12.38. 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 42.62% pure lines, 42.62% weekend off and 6.56% lines containing 3-on/off or 48-hour breaks. The average lines paid 87.61 tfps.</i> <i>The FLL Satellite base had an average of 66.13% pure lines, 37% weekend off and 9.68% lines containing 3-on/off or 48-hour breaks. The average line paid 83.79 tfps.</i> <i>The Line Writers for September Primaries were: Lisa Trafton, and Xander Ricker.</i> <i>The Line Writers for September Secondary Lines were: Lisa Trafton, and Xander Ricker.</i> The Scheduling Committee did have staffing difficulties for line writing due to not being able work on ETO	

Report From:	Scholarship
Submitted Report:	
The deadline for applications for scholarships offered by TWU Local 556 has now passed and Jessica has received all applications and essay questions for consideration. Jessica organized and scanned all applications received and emailed them to 1st Vice President Chad Kleibscheidel who is serving as the President's designee on the Scholarship Selection Committee. Wendi Miller, Certified Special Education Teacher at Poudre High School in Fort Collins, CO will be serving as the third member of the Scholarship Selection Committee. Chad, Wendi, and Jessica have a meeting scheduled on August 13 to review all applications and select winners for the four scholarships offered by TWU Local 556. Due to many Members taking advantage of ExTO offered by Southwest Airlines, there was an increase in scholarship applications from previous years from Flight Attendants who are taking this opportunity to further their education. Jessica very much looks forward to the selection process. Scholarship winners will be announced no later than August 20.	

Report From:	Shop Steward
Submitted Report:	
<u>Shop Steward Committee Report</u> July 2020 Shop Steward Committee • Met to Discuss Changes after VSP/ExETO • Discussed with Grievance Leaders FF/Step #2 Meetings • Answered Emails and Calls • Finalized Budget submission Shop Steward Newsletter (Sent out on 8/4) • Fact Finding Mtg Trends • Fact Finding Mtg Breakdown • COVID -19 Travel Policy Reminder • September/October Time Away and ETO Awards • UHC COVID Insurance Information • Executive Board Approval of Union Pay while on ETO/ExETO • Shop Steward Procedure if exposed to COVID during a FF/Step #2 mtg • Flexibility of the August Schedule due to mass cancelations • No force basing for September anticipated • COVID Resources Grievance Team Ask At the direction of Grievance Leaders the Committee sent the DEBMs an email to update the Shop Steward list with Ann Claire.	

Report From:	Uniform
Submitted Report:	
Lisa was contacted by Jamie Dotson from the Uniform Core Team informing her of a Cintas Uniform mask wear test to be started. Lisa was asked if she would like to participate and Lisa agreed to be a tester. Lisa asked if there were multiple masks being tested and was told no just one. Several days later Lisa was informed they were putting this test on hold for now. Lisa will be informed if and when they decide to move forward with a Cintas produced mask. Many Members are excited about the New Winter Coat. Orders are expected to be shipped in October. No new Uniform reactions were reported this month. This committee finds it interesting that in a time when Members are flying less and some not at all, (EXTO), that the numbers of reactions are significantly lower. This cause and effect can not be coincidental. This shows a possible correlation of the compounded time spent in the Uniform and its effect on the Member. Testing is still requested by this Committee.	

Report From:	Veterans
Submitted Report:	
Due to safety issues concerning the Covid-19 pandemic, Veterans Committee conferences and events have been suspended until further notice.	

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