



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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May 24, 2021

Dear Gary,

From April 8 to May 15, there were 477 passenger misconduct incidents on Southwest Airlines aircraft.

This unprecedented number of incidents has reached an intolerable level, with passenger non-compliance events also becoming more aggressive in nature. This past weekend, one of our Flight Attendants was seriously assaulted, resulting in injuries to the face and a loss of two teeth. Unfortunately, this is just one of many occurrences. I write to you today because we cannot tolerate our beloved Cohearts being abused in such a manner, and because I am asking for your help and leadership in ending these travesties.

Today's traveling environment requires a new level of firmness in both tone and direction to ensure proper control in the cabin of our aircraft as the attitudes and behaviors of the flying public have, unfortunately, declined. It must be noted that Southwest Flight Attendants are doing all they can do to ensure compliance while creating a safe environment for all passengers and crew, but they also need the support and tools required to prevent injury to ourselves and others. We ask for your help in directing Management to support Flight Attendants as they work to maintain order on the aircraft by giving them the benefit of the doubt. Oftentimes, appropriate actions to maintain a safe environment have been misconstrued as being unkind or inhospitable. As alcohol sales are added back into this already volatile environment, you can surely understand our concern.

As the leader in the airline industry, Southwest Airlines has the responsibility of being front and center on this matter. Publicly denounce passenger misconduct and associated disruptive/violent behavior. Inform the public of the consequences for misconduct and abuse toward our employees. Demonstrate that interference with crew members' duties-- including intimidation, threats of violence, and outright physical aggression--will not be tolerated.

One tool to better utilize would be the Southwest Airlines restricted travelers list. The flying public needs to understand that egregious behavior will result in being banned from flying with Southwest Airlines. Our airline should deliver education on the associated civil penalties, criminal charges and possible imprisonment under federal law for abusers. Passengers who do not comply with regulations and federal mask mandates cause disruptions to our operations and to our Customers' travel plans,

resulting in gate returns, flight diversions and delays. Consistency is key to this, as well: No passenger should be removed from one flight only to be permitted to board the very next Southwest Airlines flight after a non-compliance incident. We ask that you take a strong stance to ensure that unruly passengers are not welcome to travel with us, period, full stop. Flight Crews must feel safe and supported when reporting to work.

We also ask that you demand that the U.S. government increase the number of Federal Air Marshals (FAM) onboard aircraft to ensure safe travel for all. Request that the Air Marshals get involved and take action when a threat to a cabin crew member is present. We know from our colleagues in the industry that this problem is not unique to Southwest Airlines, so I hope you will bring this matter before Airlines for America (A4A) to initiate a quick and immediate remedy. We here at TWU Local 556 are willing to work with you to create this change.

Also, as our Company adds more flights to its schedule—an encouraging sign of an eventual return to normalcy and profitability—we ask that you and your teams consider the timing of flights being added to the system. When a large number of pairings are added after the bidding period, as was done on May 20, it creates a lack of flexibility, placing undue stress not only on Flight Attendants, but also on the Company's planning and scheduling departments. While we work hard to bring back revenue, please think of your front-line workers and remember that a decision made slightly sooner, combined with timely notification to the Union, allows for less chaos in the lives of those flying the line. The last year has brought many unknowns, and much has been out of our control. Please keep your crews in mind and understand the impact of today's environment on our Crews' working conditions. I ask this to mitigate stress and help ensure properly crewed aircraft as we welcome more opportunities for Customers to love Southwest Airlines.

Thank you, Gary, for taking these issues to heart, and for leveraging your leadership position in the industry to help bring about change for those who are behind your efforts to make Southwest Airlines successful. Let's work together to increase personal safety and security across the industry and bring some stability back to our working lives. From the workgroup with the opportunity to spend the most amount of time with our Customers, let's make that time pleasant, positive and indicative of the Southwest Way.

Sincerely,

A handwritten signature in cursive script that reads "Lyn Montgomery". The signature is written in dark ink and is positioned above the typed name and title.

Lyn Montgomery
TWU Local 556 President