



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

MAY 2021 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
Pamila submitted the 3 year in depth Committee report for the 2018-2021 term to the Executive Board May 14. Pamila would like to thank the Civil and Human Rights Committee (CHRC) Co-Chairperson's Heather Kelly-Gray and Latonia Paul-Benoit, it has been a joy and pleasure to work with them during this term. Pamila would like to thank the Executive Board for their continued support of the CHRC Committee during this term. CHRC is proud of the many accomplishments during this term: ● Facilitated Diversity and Inclusion Training for the TWU Local 556 Executive Board. ● Facilitated Diversity Inclusion Training for CISM, Professional Standards, FADAP, and the Grievance Team Members (50 people). ● Organized PRIDE Parades for TWU Local 556 Members. ● Facilitated Lounge Mobilizations for the Domicile Executive Board Members (DEBM). ● CHRC and WISE facilitated the Sexual Assault / Harassment presentation for the TWU International Working Women's Committee. ● Facilitated Human Trafficking Awareness Education and Literature for Members in every Domicile. ● Designed a new series of Union Pins for the Local. ● Designed a Membership card for current Members and Retirees. ● Increased participation in the annual Martin Luther King Jr. Civil and Human Rights Conference. ● Organized Members to become new CHRC Team Members. ● Presented the Black Lives Matter Resolution to the Executive Board (approved June 2020). In closing, Thank you to all of the Members that contributed to the success of the Committee. Thank you for the opportunity, and it has been an honor to serve as the Chairperson of the Civil and Human Rights Committee for the 2015-2018 term. Heather Kelly-Gray's final report: Pamila already submitted the in depth committee report for the 2018-2021 Civil & Human Rights Committee term. I want to add that it has been an absolute honor to serve as the Co-Chairperson for the Civil & Human Rights Committee. CHRC will always hold my heart. The work Pam and I did together I hope has a lasting impact on our local. My passion has always been to support working people and to support under represented people. In parting, I want to say that when making an appointment for CHRC and any Committee really, that we ensure we are enrolling Leaders who will be inclusive and representative of all our Members. Appointments are a great	

opportunity to enroll non Executive Board Member(EB) Leaders, giving them an opportunity to develop their skills and work directly with the EB. Historically the EB will take Chairperson roles, and while that is sometimes the right move, it can take an opportunity away from a rank in file member who wants to be more involved. Executive Board Members, as liaisons, can still support Committees fully while building our Union.

Report From:	CISM
Submitted Report:	
The CISM Team handled a total of 96 Incidents and spoke to 191 Flight Attendants. Aborted Takeoff/Landing 1 Aircraft Incident 1 Assault 1 Crew Member Harassment 1 Death on Board 2 Debriefing/Defusing - Crew 1 Debriefing - Team Member 2 FADAP Team Referral 1 FA Death 3 FA Death - Calls Related to 1 FA Death of Family Member 3 FA Injury 1 FA Involved in Incident - Off Duty 1 Fear of Flying 1 Human Trafficking 1 Incident on RON 3 Mask - non-compliance 7 Mechanical 2 Near Miss 1 Other* 5 Passenger Medical 19 Passenger Misconduct 9 Personal Issue 26 Suicide Attempt/Intervention 1 Termination/Fact-Finding 1 Turbulence 1 Total 96 Total FAs Assisted 191 Other* - SAT Airport Active Shooter	

Report From:	Communications
Submitted Report:	
Communications Committee Report May 2021 ● Coordinated daily projects and publications involving multiple committees, bases, and general Union communications (routine and urgent); in specific distribution groups and systemwide communications (e.g., Negotiating Committee, President, E-Connections, etc.) ● Continued AFL-CIO union communicator Communications Department briefs ● Collaborated on projects with the Negotiating Committee for videos and campaigns ● Respond to 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. ● It has been my pleasure and honor to serve as the Communications Committee Chairperson. Thank you to the Executive Board and our Committees for allowing me to take part in helping bring your voices forward. Your communications have assisted all of us in staying informed and engaged with our Union. ● Special thanks to Drew Shy, Ashley Breuer, John Long, Chad Kleibscheidel, and other committee members that I have had the privilege to serve alongside. Their hard work and dedication behind the scenes, delivered with passion and dedication, has truly been appreciated. Please submit your article ideas and photos to communications@twu556.org.	

Report From:	COPE
Submitted Report:	

Committee on Political Education Report

April 2021

- **Committee met to discuss final COPE Committee report and transition for new EB term.**
- **Submitted Article on Importance of the PRO Act to Publication for Unity Magazine.**
- **Worked on COPE Proposal.**

TWU State Conferences that TWU 556 Chair and Co-Chair and Participated in for the month of December:

- Arizona/Colorado/Nevada/New Mexico
- California
- District of Columbia/Maryland/Virginia
- Florida
- Georgia
- Pennsylvania
- Illinois/Indiana
- Texas/Oklahoma
- New York/New Jersey
- Ohio/Michigan

TWU 556 COPE Committee is working on a plan to present for the next administration.

- Building Affiliated AFL – CIO Delegates List
- Building Affiliated Central Labor Council Delegates List
- COPE Structure Strategy

AFL-CIO & CLC Affiliates

- Arizona State AFL-CIO
- California Labor Fed
- Alameda County CLC
- Colorado State Labor Council
- Chicago Federation of Labor
- Florida & Central Florida AFL-CIO
- Dallas AFL-CIO
- Texas AFL-CIO
- Maryland State AFL-CIO
- Metropolitan Baltimore AFL-CIO
- Nevada State AFL-CIO
- Southern Nevada CNT'L Labor Council
- Atlanta Labor Council
- Georgia State AFL-CIO
- Los Angeles City Federation of Labor AFL-CIO

TWU 556 COPE Committee continues to work with TWU International on the union's Legislative priorities for 2021 and the 117th Congress.

- The Moving Forward Act
- The Protecting the Right to Organize (PRO) Act
- Public Service Freedom to Negotiate Act
- Aviation Funding and Stability Act

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 8,134 Members. Amanda created two Facebook Lives in April: "Let's talk about Returning from ExTO" (5,453 people reached) discussing the recalling of all Flight Attendants from ExTO. "Let's talk about Floating Vacation" (1,756 people reached) discussing Article 14, specifically the Floating Vacation language. In addition to Lives, Amanda made posts to the Official TWU Local 556 Facebook Group about Easter being a PIN Black Out Date. The Education Committee created a series of infographics regarding converting ExTO to VSP, returning from ExTO and Floating Vacation to assist Members through the recall process. In addition, a Basics of Floating Vacation was created and submitted to Communications to be sent to the Membership. Due to time constraints, it was not sent out. An e-mail blast was also sent to the Membership regarding the Company's RBF regarding Junior Available (JA) and Sick Calls on Reserve (SLA). The Education Committee responded to e-mails, texts, calls, and questions sent through Facebook regarding all the shared education content. The Education Committee would like to congratulate the new Executive Board as they begin their new term.	

Report From:	FADAP
Submitted Report:	
Natalie and Tom held meetings with the Union on April 6 and 7 Tom had a meeting with Tom Stanley on April 16 Continued our Wednesday crew assistance meetings Continued Sunday AA zoom meetings Continued Wednesday AL anon meetings	

Report From:	Grievance
Submitted Report:	
<i>May 2021 Grievance Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> <i>287 total grievances:</i> 20 terminations 39 group grievances 48 non-term disciplinary 78 Attendance 102 individual contract <i>Total Contract Grievances on file: 141</i> <i>Total Discipline Grievances on file: 146</i> <u>Settled and Withdrawn Report:</u> Twenty-nine grievances were settled; of those six were settled at the Step 2 level, fifteen while preparing for Executive Board review, six at the SWA Preliminary decision stage, and two at a grievance meeting. Eighty-three grievances were withdrawn without prejudice and one grievance expired. One arbitration award for the Company. Of the seventy-eight Attendance grievances, thirty are No-Shows, three Unable to Contact, twenty-five Failure to Report, seven Sick Leave 1, one SLA, one Sick Leave Training, two MBL, and nine No-Show Training. The forty-eight non-term disciplinary grievances consist of: twenty-seven written warnings, three final written warning, twelve thirty-day suspensions,	

two fifteen-day suspension, two six-day suspensions, one three-day suspension, and one under the “other” category.

Fact-Finding Meetings:

Seventy-five fact-finding meetings were held in the bases, in April 2021.

Chat Apps

882 chat app messages received the month of April.

Board of Adjustments:

None scheduled for May 2021.

Arbitration Schedule:

Group Grievance-June 11, 2021.

FA-Scheduled February 22, 2021. *Company Award.*

FA-Briefs being submitted.

Group Grievance-Scheduled March 5, 2021. *Preparing Briefs.*

FA-Scheduled for June 22, 2021.

FA-Scheduled for June 25, 2021.

FA-Scheduled for July 7, 2021.

Arbitration-Proceeding on Their Own:

FA: Termination for Harassment Policy (Sexual Harassment, Discrimination, etc.); Social Media Policy

FA: Termination for Positive Alcohol / Drug Test Meeting

Upcoming Grievance Meeting: The Union and Management have a video-conference call scheduled May 27, 2021.

Report From:	Health
Submitted Report:	
Health Report- May Executive Board Meeting <u>ASAP</u> We have received 12,853 reports over the life of the ASAP program. In 2021 YTD we have received 574 reports. We have accepted 434 of these reports, excluded 34 and have 106 open reports. While other airlines Inflight ASAP Teams are struggling because their reporting has gone down, we are receiving a record number of reports. The ASAP reports that have been excluded have been for various reasons but the majority of them fall into one of 2 categories: No Safety Hazard could be identified after the investigation was complete; ex. the Flight Attendant forgot their ID, the international kit was missing, the Member was late to the gate for various reasons. The 2nd category would be their report was not submitted on time per the Memorandum of Understanding (MOU) or the Letter of Understanding (LOU). The MOU is the FAA document that all ASAP groups work under; the LOU is the agreement between TWU Local 556 and Southwest Inflight. We had a change of team members from the Company side recently. We will be having an administrative meeting in the next month to make sure all 3 parties are on the same page regarding the investigation/vetting process for reports. <u>Health/Safety Updates</u> • As reported last month, the availability of the vaccine has allowed many of our Members to get the vaccine. There are still many Members that do not want the vaccine and are in communication that we should continue fighting for this to be a choice. We assure the Members this is our stance. At this time, there is no indication from Management that the vaccine will be mandatory. This being said though, this could change if individual states or countries start to require vaccines for entry. • Health and Safety continue to meet with Inflight Management on a weekly basis – we are able to discuss the current health and safety issues that affect our Members and the airline in general. • The Federally Mandated Mask Exemption is still in effect. The exemption has many layers of complexity that	

the passenger will have to meet. All of the requirements were re-published in a recent communication from Management. There have been instances that passengers are trying to say they have an exemption when in actuality they don't. This has caused some confusion on line with our Members. This has been addressed on several levels within Inflight and Southwest Management.

- If you receive calls from Members that have had mask non-compliance or passenger misconduct, please encourage them to complete an IR. IR's are what initiate the FAA investigation into the issue. They cannot open an investigation without an IR. Additional reporting tools are ASAP and SRS but again, even if these reports are completed and additional IR is needed.
 - The FAA has requested information on over 800 IR's that were submitted regarding passenger misconduct thus far.
 - 500 of these reports are in the actual investigation process
 - There have been approximately 63 passenger arrests made across the nation since the special enforcement rule went into effect
 - There have been 376 mask non-compliance incidents nationwide since the special enforcement rule went into effect
 - There have been 126 arrests made nationwide for mask non-compliance
- Injury data is discussed monthly with Inflight Management as well as with Sr. Safety Management; graphical injury data was submitted by Michael Massoni on the Safety Team Report.

Covid-19

The COVID taskforce traffic remains constant with emails and phone calls. What seems to guide the amount of phone calls and emails is new guidance that is released from the CDC. Additionally, as other airlines make changes, this seems to cause our traffic to increase as well.

MAX 8 Return to Service Update

Readiness flights have been completed on all of the Max 8 aircraft. Due to a production change, there was an electrical grounding issue on 32 of the newer Max 8's, causing them to be pulled from service. The FAA just issued an Airworthiness Directive (AD) allowing inspections/repairs to be started. All 32 aircraft should be back in service within 3 weeks after a 1-2 day "fix".

Event Notification System

- We continue to receive and act on Event Notification System (ENS) emails. As you will see from the following numbers, we are on track to double the amount of ENS events in 2021 over 2020.

- 2021 TYD 2218
 - 2020 3182
 - 2019 4261
 - 2018 2462
 - 2017 2371
 - 2016 2887
 - 2015 2843
 - 2014 2119
 - 2013 1138*
 - 2011 1609
 - 2010 1413
 - **ENS tracking and trending was suspended May 2012 – June 2013*

Upcoming Meetings:

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

HASC - monthly meeting

Health and Safety Round-Up – Weekly conference Inflight Management

Executive Board Meeting Training:

Health/Safety/Security/ASAP/Fatigue/Go-Team

FAA Calls With Members on Passenger Misconduct Investigations

ASAP Administration Meeting

Report From:	LODO
Submitted Report:	

May 5, 2021 LODO Subcommittee Report ~submitted by LaShaye Hutchinson

The LODO program has had very little movement or no changes since last report. The subcommittee is still awaiting a schedule from Kevin Clark regarding setting up monthly standing meetings, whether they are needed or not. The subcommittee agreed it would be best practice to have the meeting on our calendars in case a need arises for a meeting.

The LODO Subcommittee is closely watching Charter bid awards that should be awarded to LODOs. An issue arose with a charter in 2020, that a NON LODO FA complained regarding not being able to bid A position on Charter because it was designated to a LODO. The charter was later cancelled and reopened as a NON LODO designated Charter. On 4/24/2021, Charter FS1E was awarded to a LODO without issue. It was a LODO designated charter and was awarded to a LODO. It has been recommended that the subcommittee add language to the LODO agreement regarding charters.

MAY Inflight LODO Newsletter:

1. May LODO Open Time LODO Open Time trading begins Sunday, 4/18 at 1200 Central Time. There are 17 total open trips for May. Currently, there are also two LODO trips in Open Time for April (BS1B/17Apr & FAOG/18Apr) Don't forget if you are trading for a trip in a different base or on a different day, or dropping a Reserve block, you must call Crew Scheduling to process the trade. You may have a buddy call on your behalf, as long as they are on your buddy list. 2. June schedules and beyond Crew Planning is currently working on the June LODO pairings. The June schedule is the new Summer base schedule, so the pairings may look different than previous months. Please remember the ExTO Flight Attendants have been returned to work beginning with the June bid month. Be sure to check the June LODO seniority list in case your position on that list has changed & more bid choices might be needed by you!

May 5, 2021 LODO Subcommittee Report ~submitted by LaShaye Hutchinson

We are anticipating the majority of the LODO pairings and lines will be in BWI, DEN, HOU, MCO, and MDW with the possibility some additional pairings/lines in other bases. There is the potential of more International growth during the Summer months. We do not have the final June base schedule yet so please stay tuned for more updates on any newly added LODO destinations.

Report attachments: May 2021 Seniority List May 2021 LODO Bid Awards
June 2021 Seniority List June 2021 LODO Bid Awards May 2021 LODO Open
time Calendar as of 4/16/2021

Report From:	MOBORG
Submitted Report:	
MOB/ORG has submitted an in-depth report for the newly elected Executive Board to review. MOB/ORG will work to begin the Turn Clean and grievance point of knowledge, grievance filing, and information campaign as requested by the Executive Board.	

Report From:	New Hire
Submitted Report:	
Joe reports he has reached out to Inflight Training and has been told there is a tentative plan, but nothing is official. The plan seems to be either a full schedule like there was pre-pandemic (about 2 classes a month), or either none or very few classes in 2021. The Company recently announced they will be looking to hire CA residents but there has not been an update given on if/when their class would begin. Joe would like to congratulate the new Executive Board and wishes them well moving forward over the next 3 years.	

Report From:	Professional Standards
Submitted Report:	

**Professional Standards Activity Report
For April 2021**

Company Policy	8
CRM	4
F.A.R.	2
I.R. Filed	1
Internal Peer Support	4
Not Taken	2
Pilot Issue	8
Social Media	1
Unprofessional Behavior	9
Withdrawn	4

In Progress	1
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Total	44
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Positive Resolution	27
Negative Resolution	02
Unresolved	14
In Progress	01

Total PS Team Volunteered Hours	42 hours
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***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.**

Source:

Phone	34
TWU Mail	04

Pilot PS	06
Total	44
Base Information	
ATL	5
BWI	8
DAL	2
DEN	4
HOU	3
LAS	1
LAX	1
MCO	5
MDW	10
OAK	2
PHX	3

Report From:	Safety
Submitted Report:	
Please see the attached May 2021 Safety Team Report under the "Files" tab.	

Report From:	Satellite Base
Submitted Report:	

Executive Board Satellite Base Test Report – May 2021

Overview

Satellite Bases in AUS and FLL are still undergoing testing by both the Company and the Union. The parties meet regularly to review data and metrics. The TWU Satellite Base Team is comprised of Lyn Montgomery, Denny Sebesta, Liz Howayeck, Xander Ricker, and Don Shipman.

History

Satellite Base language was added to our Collective Bargaining Agreement (CBA) in the 2008 – 2012 agreement (purple contract).

Article 29.4 of our CBA states:

Satellite Bases

Prior to or within ninety (90) days of the DOR of this Agreement, the Company and the Scheduling Committee will meet to mutually develop a protocol for testing Satellite Bases. If the Company elects to utilize Satellite Bases, a Satellite Base Sub-committee will be formulated with representatives from both parties who will develop the criteria, procedures, bidding structure, etc. for a Satellite Base(s).

Satellite Base Test language was negotiated in 2017 and agreed to by the 2015 – 2018 Executive Board (see attached). This is now referred to as Phase I of the Satellite Base testing.

In 2019, Phase II of the Satellite Base Test was agreed to and approved by the 2018 – 2021 Executive Board (see attached). Phase II provided many improvements to testing parameters such as:

- Overlap pulls will be adjusted the same way they are in any domicile
- Crew rest pulls will be adjusted, or an additional premium pay will apply
- Domicile break adjustments will be given, or an additional premium will apply
- Adjustments will be made for double the time off, or an additional premium will apply
- Compensatory days can now be taken in a Satellite Base with notice
- Added language to protect the vacation of those who originally bid vacation in a Satellite Base
- The Commuter Policy now applies when a Flight Attendant is returning from recurrent training or a mandatory meeting
- Cap on the opening of new Satellite Bases (up to 3 additional)

In February of 2021, the Company announced their intentions to open 3 additional Satellite Bases (TPA, BNA, & ABQ) but they have since put those plans on hold.

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April 21, 2021 Weekly Ops Call/Satellite Base Update

In Attendance

TWU 556: Lyn Montgomery, Don Shipman, Xander Ricker, Denny Sebesta, Liz Howayeck, Gayle Middleton, & Brandon Hillhouse

Company: Lindy Johnston, Cetta Larabee, Dan Kusek, Mike Sims, Meggan Jones, Brendan Conlon, Ann Oh, Kevin Allen, & Sara Hill

Summary:

March 2021 metrics were discussed

- March average days flown reached a 5-year high in AUS. In FLL & non-satellite bases March average days flown was at a 5-year low.
- Similar to increases observed from February to March in 2019 & 2020, the count of reroutes in March 2021 increased from February 2021. The 2020 increase in reroutes included the onset of the COVID-19 pandemic as a contributing factor.
- Average Sick Days for March 2021 was up across the board year-over-year.

The next update is scheduled for May 19, 2021

Report From:	Scheduling
Submitted Report:	
<i>The number of line positions that a Flight Attendant could be awarded for the month of June increased by 889 line positions, from 7,923 in May to 8,812. The Scheduling Committee left 2,917 positions in open time for the month of June, in comparison 1,597 were left in May. It should also be noted that from July 2020 – April 2021 a total of 2,610 trips were left in Open Time.</i> <i>The Committee for the month of June wrote an average of 70.25% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a decrease in purity from May by .14%. 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 line paid 95.63 TFP average work days were 13.87. 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 60.80% pure lines, 35.2% weekend off and 36% lines containing 3-on/off or 48-hour breaks. The average lines paid 95.19 tfps.</i> <i>The FLL Satellite base had an average of 72.38% pure lines, 37.14% weekend off and 18.10% lines containing 3-on/off or 48-hour breaks. The average line paid 89.25 tfps.</i> <i>The Line Writers for May Primaries were: Shelley Taylor, Doreen Argyropoulos, Rebekah Knox, and Xander Ricker.</i> <i>The Line Writers for May Secondary Lines were: Shelley Taylor, Doreen Argyropoulos, Lisa Trafton, Sheri Tyler and Xander Ricker .</i> <i>The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i>	

Report From:	Scholarship
Submitted Report:	
Jessica submitted a publication to the Communications Committee on May 10 reminding Members that applications are currently being accepted for the scholarships offered by TWU Local 556. The deadline to receive applications is May 30. All applications and essay questions must be postmarked by May 30 in order to be considered. Jessica submitted an in-depth report of the Scholarship Committee on May 10. Jessica will not be submitting a letter of interest to serve as Scholarship Committee Chairperson, but is happy to assist the new Chairperson in any way that she can. It has been an honor to serve as the Scholarship Committee Chairperson from 2015 until present.	

Report From:	Shop Steward
Submitted Report:	
May Shop Steward Committee Report <u>Newsletter</u> April Newsletter emailed on 5/4/21 Topics • February/March Violations breakdown • SS Best Practices • Corrections to Uniform Committee Update from last month <u>Handled Shop Steward questions/concerns</u> • Addressed Shop Steward issues and questions	

Report From:	Survey
Submitted Report:	
Nothing to report for the previous month	

Report From:	Uniform
Submitted Report:	
Management has agreed to address the dress length concerns from our taller female members. Instead of adding inches to the tall dress, they have decided to allow base leaders to order "customized" length orders for those affected. The announcement of this solution has already brought in multiple letters of thanks from some of our statuesque Members! The shared allotment and credit card payment is finally available! This was something this committee asked for years ago and is finally provided to our Members. This will be a great convenience for our Members. Gone are the days of "losing" that last dollar amount. There is still the issue with the Alternative Off The Rack links. Hopefully, new items are found before my next scheduled phone call with the Core Team. The Core Team is looking into a possible replacement for the discontinued bold blue woman's crepe blouse. I have asked for pictures of the proposed items. Tammi has told me she will send them when she returns from vacation. I have asked for a follow-up regarding furlough language as it regards to the uniform. I have expressed the importance of it for possible future events. I suspect this will take some time as it must go through the "legal" department. "Bootiegate" continues. Still trying to get a written definition of a bootie vs. midcalf. The Legal department again? Management is working with Cintas to get their stock up to speed.	

Report From:	Veterans
Submitted Report:	
May 2021 Veterans Committee report. The Veterans Committee reports that the Transport Workers Union Veterans Committee (TWUVC) held its first meeting in over a year via Xoom on May 5,	

2021. The Committee expects to resume in-person meetings and events as soon as it is deemed safe to do so.

Report From:	WISE
Submitted Report:	
Jessica has nothing to report for the Women's Issues, Service, and Education (WISE) Committee. It has been an honor to serve as the Chairperson for the WISE Committee from 2016 until present, but Jessica will not be submitting a letter of interest to continue in this role. I thank the 2018-2021 Executive Board for appointing me to serve in this position and wish the new WISE Committee Chairperson the very best.	