



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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JULY 2021 OFFICERS REPORTS

Report From:	BMAL
Submitted Report:	

Officer Report for July 2021 — Charla Miller Board Member at Large

- Assisted the Flight Attendant Drug and Alcohol Program (FADAP) Committee Chair as Executive Board Liaison; new week on call format creation, bidding and pull procedures for committee members, chair and leadership restructuring, created new budget for team assistance and presented it to the Executive Board for approval, provided special assistance with ESCP cases, and multiple special projects.
- Attended a march with San Diego and Imperial Counties Labor Council AFL-CIO, providing labor support and solidarity to SEIU United Service Workers West (Custodians, Airport Workers, Allied and Entertainment Workers & Multi-Service Workers, and Security Workers). The march was to honor the life of labor activist and 25-year SEIU Board Member Tomas Mejia, who was tragically and violently killed at work where he served as a custodian and taking a stand on safety in the workplace. Also in attendance were members from American Federation of State, County & Municipal Employees (AFSME) Local 127, and OPEIU - Office and Professional Employees International Union. Made plans with union leaders present to attend an upcoming hybrid meeting in July at the Machinists' Union Hall.
- Assisted the Grievance Team with phone coverage shifts.
- Reached out to new Leadership at Local 555 to offer assistance and give contact information.
- Spoke with SWAPA's 2nd Vice President for new reciprocal cabin seat agreements assistance.
- Met with New Hire Committee and FADAP Chairs on becoming involved in initial training talks. Also made plans for written materials in handout packets and follow up FADAP contact information. Thank you to FADAP Team Member Jodi Nevant's outstanding representation at New Hire Class 430's union orientation.
- AFL-CIO biweekly Communicator labor meeting.
- TWU International Working Women's Committee meeting.
- Meetings with President Lyn for assistance with FADAP needs and goals.
- Provided labor news, industry news and systemwide hot topic briefs to President Lyn.
- Attended Board Meetings and Board Member at Large Meeting hosted by President Lyn.
- Worked with SWA for additional Jumpseat Agreements.

- Assisted Members via phone calls, texts, and emails.
- Answered Board emails as directed by the President and 1st VP.
- Met with Management on issues with weight restricted flights and order of removal procedures. Also, requested to add reciprocal cabin seat agreements, changing Recurrent Training FADAP verbiage, and again requested to increase SWA's contribution to the FADAP budget, which was denied. We will continue to push for support.

Report From:	BMAL
Submitted Report:	

- June 11, 2021,- Attended Labor Secretary, Marty Walsh meet and greet at Dallas AFL- CIO Hall
 - Congressman Colin Alred
 - Rick Levy
 - Lorainne Montemayor
 - Latonia Benoit
- Attended TWU 556 June 2021 Executive Boards June 15 - 16, 2021
- Dallas AFO- CIO Meeting - June 17, 2021
- CTF Grievance Meeting with Labor Relations with Gayle - June 24, 2021
- Testified in Grievance Arbitration - June 25, 2021
- Flew DAL Multi-Day Pairing - DS12 - 2QT
- Attended TWU Working Women Conference
 - P Forte
 - C Miller
 - A Wilhelm
- By-Law Committee Meeting - July 8, 2021, 9-6 PM CST
- **Grievance Staff duties** - Monday - Friday
- TWU 556 Call Center
 - Weekly Wednesday Staff Meeting
 - Additional duties as assigned
 - Discipline / Contract Research for Step 2 Hearings
 - Packet Construction for EB presentations
 - Prep for Step 2 Hearings and EB Hearings

Report From:	BMAL
Submitted Report:	

Aloha everyone!

Hoping each and every one of you is well and had a great 4th of July weekend!
I flew over the fourth weekend and was very uneventful!

Straight forward month for me.

- currently flying 123 Trips in JULY
- fielded numerous calls/texts regarding ESCP
- again, thankful to join GRC reviewing cases on 12 July
- expressed interest to Brian (New Hire) about attending new class training/dinner
- EB meetings in person DAL 13 & 14th

In Unity,
Danny Modelo

Report From:	BMAL
Submitted Report:	
During the month of June, I continued to answer Members phone calls and emails about their Unemployment Issues while they were out on EXT0. As MOB/ORG Vice Chair I worked with our Top 3 Officers on a video message to our Membership. I attended GRC on June 14 and the Executive Board Meeting on June 15 & 16. As MOB/ORG Vice Chair I began working on the Committee Training event to be held on July 15 & 16 for all TWU Local 556 Committee Chairs, Co Chairs & Vice Chairs.	

Report From:	BMAL
Submitted Report:	

Officer Report July 2021 E.B.
Gayle Ross Middleton: Board Member at Large

- During June, Gayle continued her work as Grievance Chairperson for TWU Local 556: including several meetings with the CTF, Base Operations, Scheduling, Office Manager, and the Grievance Team.
- Several meetings regarding arbitrations, settlements, and make whole remedies in June.
- Prepped and Testified in an Arbitration for a Make Whole Remedy.
- Met with Melissa Leyva and John Parrot regarding budgets for the Grievance Team and CTF.
- Continued COVID-19 work with Members of the COVID-19 Task Force. Weekly calls with the CTF and SWA Director, Rachel Loudermilk. CTF meetings regarding the LOA with Lyn Montgomery, Mike Sims, and Rachel Loudermilk. Renda Marsh and I met with Labor regarding CTF grievances.
- Attended Delegate Nomination Meetings on June 7th & 8th.
- Participated in the June 10, 2021, Reserve Focus Group with the Ex Board.
- June 11th the BMAL's joined President Lyn Montgomery in a monthly meeting.
- Attended Grievance Review Committee meeting on June 14, 2021.
- Attended Executive Board monthly meeting June 15-16, 2021.
- Worked with Lyn Montgomery, Alison Head, Liz Howayeck, and Brandon Hillhouse on ATL Right of Return issues.
- Assisted with research for a lawsuit June 21st thru 23rd.
- Met with Drew Kennedy of Tech Services regarding Grievance Team needs.
- Continued discussions with our legal team regarding the Intermittent FMLA arbitration.
- Assisted Office Manager, Marcy Vinyard, with additional staffing due to ESCP and IROP's.
- Lyn Montgomery and I met with Dan Kusek from SWA Labor regarding different issues, including the use of CBD products resulting in termination cases.
- Monthly Labor meeting was postponed until July due to ESCP/IROP's.

- Attended meetings with President Lyn Montgomery, including several for ESCP and IROP's.
- Weekly meetings with Grievance Leaders and Grievance Team.

Report From:	BMAL
Submitted Report:	
BMAL REPORT - JULY KRISTEN LOUCKS • Attended Executive Board Meeting June 15-16 • EOOO June 21-27 • Grievance Team June 21-25 and July 5-7 • BMAL meeting with President July 9 • Flew pairings LM2G (6/28), LAFF (6/30) and LA4T (7/10) In addition to these duties, she answered question from members regarding ESCP, Crew Rest, Hotel Transportation, Extended Duty Day, Attendance, Commuter Policy, Bidding, Overlap, Discipline and other related issues that affected members.	

Report From:	DEBM - ATL
Submitted Report:	

Atlanta Domicile Executive Board Member Report

Executive Board

- Attended Executive Board Meeting June 15 - 16 in Dallas
- Assisted the Grievance team with phones during ESCP on June 26

Domicile Executive Board Member

Met with ATL Base Management June 17th (in person)

Topics Discussed

- Parking still waiting for information from AATC regarding another lot
- Reminder that all flight attendants will be in one parking lot as of July 1
- red medallion is needed for Lot 2
- Education needed for gate checks
- Education needed regarding working phones
- All base staff returning on July 1

Flew pairings: AA7K on June 22, AA7K on June 29, AA29 on July 2 and AS2D on July 6

Report From:	DEBM - BWI
Submitted Report:	

Baltimore Domicile Executive Board Member Report

June 2021

Executive Board

- Attended Executive Board Meeting (In-Person) – 6/15 & 6/16
- DEBM and President Meeting – 7/7
- Quarterly Flying Pairing BAK3 – 6/24
- Worked in the Holiday Queue – 7/5
- Chair of the TWU District of Columbia Maryland Virginia State Conference

Domicile Executive Board Member

- Met with BWI Management (Topics Discussed)
 - Topics that BWI Members have brought to my concerns.
 - Social Media
 - Case Extension
 - MBLs involving BWI Employee Parking (Police Action)
 - Class 1.17
 - Monthly FF/Step #2 Meetings
 - IEFB - Compliance Changes – F/A not having sled
 - F/A - Emergency Contact Update
- Decorated Glass for June Gay Pride and July 4th
- 2 Days in Lounge/Terminal passing out Gift Bags
- Working on June E-Connection
 - Gay Pride
 - Employee Parking
 - BWI Grievance Report (last 6 months)
 - BWI DEBM FB Page
- July E-Connection - 7/8
 - Special Thanks to Baltimore F/A
 - Parking Reminder
 - Lounge Seating
 - Membership Meeting/BWI SS Election
 - Vacation Bidding Reminder
 - DEBM FB Page

Fact Finding/Step #2 Meetings

Fact Finding – 6

Step #2 – 1

Report From:	DEBM - DEN
Submitted Report:	

DEN BEBM- Jamie Simpson

- Attended June Executive Boards
- Attended two meetings for action plan for members assault
- Attended DEBM meeting with President Montgomery
- Represented in Fact Finding Meetings
- Attended CO AFL-CIO Strategic Planning
- Held Lounge Education on Fatigue
- Dropped off pizzas to the lounge and answered questions
- Assisted members with calls during ESCP and irregular ops
- Kept members updated on All Things DEN Facebook page
- Dropped Union pins
- Updated glass case
- Kept in contact with base management

Jamie would like to thank Courtney Davis for assisting members in the lounge during the computer issues. She would also like to thank Chris Albert and Michele Abramovitch for leading the lounge education days. Jamie is also extremely thankful for all the assistance Stacey Vavakas and Angie Kilbourne for all their assistance during irregular ops and ESCP

Report From:	DEBM - HOU
Submitted Report:	
David reports he attended the Executive Board Meeting in Dallas June 15-16 in Dallas. David had meetings with Houston Inflight Management regarding parking and the ESCP. David updated the Union Red Rack and glass case. David remained in constant contact with the Executive Board and Management.	

Report From:	DEBM - LAS
Submitted Report:	
Bryan Orozco reported that he visited the base/lounge/terminals 3 times. He had 2 base manager visits. Attended a meeting at the Mccarran parking authority with LAS base manager Brandon and assistance chief pilot John. I also reached out to my county commissioner Mike Naft. Read his emails and listen to calls and replied when appropriate. He helped set up the new services for new hire committee with 12 new members. Participated in our DEBM conference call.	

Reached out to Thom to set up a campaign for, "assaults won't fly" with all TWU flight attendants. He also met with SWA flight attendant Philp Garcia, Allegiant flight attendant Klassissa Principe to learn about Las Vegas chapter of LCLAA. Reached out to the southern Nevada AFL-CIO.

Report From:	DEBM - LAX
Submitted Report:	

Los Angeles Domicile Executive Board Member Report

June 2021

Mark reported that he continues to be active and available to the membership. He assisted LAX members with many issues including but not limited to:

- PIN use (1)
- ESCP (multiple)
- Crew attacks (1)
- Fatigue (1)
- C-19 Hawaii restrictions (2)
- Reserve Questions (2)
- LSCK accrual (multiple)
- FMLA (2)
- Overlap (1)
- Concentra locations (2)
- IROPS issues (3)
- Emergency Landing (2)
- Inflight Medical (3)
- Resignation (1)

Executive Board

- Attended Executive Board Meeting (In-Person) – 6/15 & 6/16
- DEBM and President Meeting – 7/7
- Flew Pairings XS1N - 6/30, XA13 - 7/5, XS11 - 7/8
- BOA preparation
- Meeting with Labor Relations
- Scheduling Committee communications
- Assisted Scholarship Committee chair
- Coordinated American 965 Showing with TWU International

Domicile Executive Board Member

- Met with LAX Management (Topics Discussed)
 - Federal Mask Mandate
 - Fact Finding Meeting procedures
 - Gate Checks (members not having sleds)
 - Class 1.17
 - Monthly FF/Step II Meetings
 - IEFB - Compliance Changes
 - Base Staffing
 - Crew outreach during emergency situations
- Decorated Bulletin Board for Pride Month
- Distributed requested Union Pins
- Lounge Day re: ESCP
- Red Rack and Glass Case update
- Responded to members emails and texts

- June/July E-Connection
 - ESCP
 - Hot Aircraft
 - IROPS
 - Fatigue
 - LAX DEBM FB Page

Fact Finding/Step #2 Meetings

Fact Finding – 1

Step #2 – 2

He would like to thank Shop Stewards Denese Deeley, Shelly Lefebvre, Genesis DaVoy, Paige Spence, and Sandy Gunther for their assistance in the base with Fact Finding Meetings, Pride Month, crew outreach, and communications.

Report From:	DEBM - MCO
Submitted Report:	

Drew reports from Base activities, Local Union affiliate activities, Committee Activities. Maintain availability for Members to help assist with work and Union needs, including Emergency Sick Call Procedures, Hurricane Storm preparedness and general needs of Member. Assist with Q&A Double Time initiative from Company

DEBM

- Executive Board Meeting - Dallas 06/15-16
- ESCP field and assist numerous calls, messages, etc, about sick call procedures
- Fact-Finding meeting and Step 2 meetings and termination level meeting
- Hurricane preparedness communications via email and social media
- Monitor news and SWA for updates on weather disruption
- Lounge day- June 30, food distribution to lounge and planes
- Meeting with Base management to discuss local events
- Parking issues and updates
- Activate and update Hurricane FB group during storm Elsa
- American 965 advance screening, Florida Organizer
- Work with CHRC for LCLAA Convention plans

Shop Steward Committee

- Meet with Committee to discuss plans
- Shop Steward newsletter for SS elections
- Shop Steward meeting for the election process and voting system

Communications

- Assist with email campaigns.
- IROPS Communications
- Work with Ashley Breuer to create IROPs template email

General Union Activities- Local

- CF LCLAA meeting - Recording Secretary - Monthly meeting
- Assist TWU International and Michael Massoni as Florida point of contact for American 965 film screening
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Report From:	DEBM - MDW
Submitted Report:	

Donna reports Fact-Finding and Step 2 Meetings continue in the Chicago Base. Donna has represented Flight Attendants in Fact-Finding and Step 2 Meetings during the past month. Donna has met with Chicago Base Leadership during the month to discuss various issues concerning the Members in Chicago. Donna spent time in the Chicago Lounge speaking with and assisting Members. Donna attended the Executive Board Meeting in Dallas on June 14-16. Donna worked Weekend on Call June 17, 19-20, and 26-27 to assist the Office Staff with coverage. Donna assisted another Executive Board Member with their Emergency Officer on Call hours so they were able to fly a pairing. Donna was Emergency Officer on Call for off hours emergency calls from the Membership on June 7-13 and June 14-20. Donna has been available to the Flight Attendants via text, phone, and email.

Report From:	DEBM - OAK
Submitted Report:	
Josh attended the Executive Board meeting in June. Josh answered many questions from members about Emergency Sick Call Procedures. Josh was in communication with our legal representation in California regarding ESCP and ongoing other issues that affect 556 Members. Josh attended a meeting with the TWU California State Conference and the office of California State Senator Nancy Skinner regarding airlines requesting exemptions for their employees from parts of the California Labor Code. We expressed that airline employees should never be left out of the protections and benefits that are granted by California State law. We were encouraged with the response from Senator Skinnners office and look forward to working with her and other labor friendly representatives in the future.	

Report From:	DEBM - PHX
Submitted Report:	

- Attended 6/15-6/16 Executive Board Meeting in person
- Attended 1 Fact-Finding Meeting
- Sent out June E-Connection
- Sent out June Special Edition E-Connection
- Was Emergency Officer on Call (EOOC) 6/28-7/12
- Wants to thank Donna Keith and Damion West for taking John's EOOC duties while John was flying
- Flew PS36 (6/20-6/22), PANV (6/26-6/28), PA69 (7/3-7/5)
- Sent out July E-Connection
- Wants to thank Drew Shy for sending out on short notice and especially on July 4
- Attended DEBM Conference Call with Lyn Montgomery on 7/7
- Reviewed Grievances, Reports, and June Executive Board Meeting Minutes prior to the July Executive Board Meeting
- Continues to update the Coronavirus Task Force (CTF) document as necessary with pertinent information
- Continues to stay in touch with the Executive Board, Shop Stewards, and the Membership via phone, email, text, or social media

Report From:	President
Submitted Report:	
<u>President Report July 2021</u> ● On July 15-16, Lyn chaired the June 2021 TWU Local 556 Executive Board Meeting. ● On Wednesday, June 16, 2021 Lyn was excused for Union business from the morning session of the Executive Board Meeting to be interviewed by ABC reporter Gio Benito. The interview aired on ABC Nightline on Thursday, June 17, 2021. The report brought public awareness to increased levels of noncompliance and assault events onboard aircraft. Recent media interviews and appearances by President Montgomery have shed an intense light on issues facing Flight Attendants. Due to the exposure, TWU Local 556's position as a strong voice for the Nation's Flight Attendants is bolstered. The media comes to TWU Local 556 first. In addition, the public awareness generated from the President's appearances has brought change. FAA Director Steve Dickson has doubled down on his zero-tolerance for unruly passenger behavior, fining violators a total of \$368,000 already this year. Southwest Airlines delayed the return of alcohol sales (American followed shortly after).	

We joined Airlines 4 America and other labor Unions to demand the full prosecution of offenders. Also, the FAA is now considering expanding the use of the Restricted Traveller List to include those who become unruly and create disturbances and harm Flight Attendants. Typically this list has just been used to identify and ban terrorists. Prohibiting passengers for other types of behavior is up to each individual airline. The President's push for a universal list is being heard. In addition, the TSA-sponsored Crewmember Self Defense Training (CSDT) courses have been reinstated. These courses offer expanded training for Flight Attendants to protect themselves against physical altercations both on and off the aircraft. Federal Air Marshals teach the classes. Lyn wants to thank 1st Vice President Michael Massoni, who was a founding creator of the CSDT. The program started after the tragic losses of September 11, 2001. Unfortunately, the classes are not mandatory, and most airlines do not offer time off, compensation, or incentives to take the course. For more information, please see the Safety Report.

- June 14-16, Southwest Airlines experienced a technical glitch that created havoc to the operation. The outages impacted the operation significantly. Lyn was scheduled to work with Board Member at Large Kay Hogan, and 2nd Vice President Kay Hogan of the Mobilization and Organizing Committee preparing and planning for the Committee Chair Training scheduled for July 15-16. Instead, Lyn focused her attention on the issues generating from the technology breakdown. The entire Executive Board stepped into action to aid and assist Flight Attendants alongside the Grievance Committee, Education Committee, and Communications Committee. Staffing was increased to handle calls and grievance team members stayed on chat late into the night. 1st Vice President Massoni, 2nd Vice President King, and BMAL Gayle Middleton attended ad-hoc virtual calls with Inflight Operational leaders to update the current situation and address concerns and issues. Management called Emergency Sick Call Procedures (ESCP). The Union enacted its Irregular Operations Emergency Plan for level orange.
- The local stayed in contact with the Membership throughout the situation. Sending the following email on June 15, 2021

Southwest Airlines is in the process of resuming normal operations. Operations today were delayed or halted due to intermittent network issues.

Due to the difficulties that Flight Attendants may have experienced while bidding, your TWU Local 556 Executive Board was successful in working with the Company to grant an extension of the Secondary bidding timeline to 2200 CT on Tuesday, June 15.

For those of you affected by irregular operations, here are some important reminders about return to gate, cancellations, and duty day.

Return to gate situations are adjusted manually. If you don't see the Gate Return (GR) on your board, give it a few days before contacting Payroll. It is

always a good idea to document the block out and block back in times for your records.

We are pay protected for cancelled flights (both Lienholder and Reserve). You will be compensated for the cancelled flight(s) or what you fly over the course of the pairing, whichever is greater. Refer to Article 21.12 and Article 11.17 for this language.

On an extended duty day (both Lienholder and Reserve), you will see premium pay (2x) for any flying after 12 hours. Remember that the TWU Local 556 App has a handy duty day calculator.

Attached you will find the Contract 101s for Article 8 (Duty Day & Crew Rest) and Article 9 (Unscheduled RON/Stranded). Additional 101s can be found on the 556 Website ("Contract" tab) and on the App ("Knowledge Database").

The email can be viewed
at [https://mailchi.mp/twu556.org/juneirop2021?e=\[UNIQID\]](https://mailchi.mp/twu556.org/juneirop2021?e=[UNIQID])

Lyn and 2nd Vice President King emailed a video update to inform Members about the IROPS Question and Answer document that the Union created to help Flight Attendants understand what contractual provisions apply and when. Lyn thanks the grievance team and Education Committee for their work on the document and for Technical Service Committee for quickly uploading it into the TWU Local 556 app library.

[https://mailchi.mp/twu556.org/juneirop2021-700370?e=\[UNIQID\]](https://mailchi.mp/twu556.org/juneirop2021-700370?e=[UNIQID])

The Communication Committee send the Irregular Operations FAQ's to Members via email.

Dear Member,

Southwest Airlines is still in the process of resuming normal operations. The operations have caused delays, reschedules, and many other issues. The Frequently Asked Questions for Irregular Operations are attached for your assistance.

Click here for Irregular Operations FAQ's

TWU Local 556 Chat App

Use the TWU Local 556 Chat App to get your contract questions answered! You may reach a Grievance Team Specialist by calling (800) 969-7932 or utilizing the TWU Local 556 Chat App.

Office Hours:

Monday - Friday 0800 - 1800 CT

Weekends and holidays 0900 - 1700 CT

Chat App Hours:

Monday - Friday 0800 - 2200 CT

Weekends and holidays 0900 - 1700 CT

An Officer is always on call for emergencies such as drug and alcohol testing advice, family deaths/critical incidents, severe injuries on the job, and aircraft accidents or incidents at ALL times outside of office and chat hours; including holidays.

- Lyn witnessed incredible dedication from Union advocates in the local bases through the Grievance Committee up to the top leadership at 556. Solid teamwork and collaboration led to results during this challenging time for our Flight Attendants. Plagued by lack of transportation, hotel accommodations, unscheduled overnights, and long scheduling hold times, TWU 556 Members bore the brunt of the operational crisis. Those too sick to work were burdened and hassled by having to report to a strange doctor at the Company's behest. Teams worked to inform Management and stop unforgivable situations that occurred with Concentra physicians and or staff, such as requiring Flight Attendants to perform complete FIT FOR DUTY exams, which exacerbated the illness or injury. TWU Local 556 will continue to address the concerns associated with both the ESCP and the operational issues. A large number of grievances have already been filed. Many issues were resolved pre-grievance by the grievance team. The President maintained contact with inflight leadership throughout the Father's Day weekend and requested that ESCP be terminated once the operation began to recover. Director of Inflight Operations Mike Sims agreed and lifted the action.
- June 25, the IROPS situation continued. Lyn communicated with the Membership with a recorded LIVE video.

Dear Member,

Southwest Airlines has once again enacted Emergency Sick Call Procedures. TWU Local 556 has additional staffing to answer calls and assist with the chat app.

Click here for a message from Lyn Montgomery

(<https://vimeo.com/567686247>)

The Frequently Asked Questions for Irregular Operations are attached for your assistance, you will also find the document in the TWU Local 556 App in the Library tab.

- Sunday, June 27, Lyn send the following email to the Membership.

Dear Member,

I am beyond distressed hearing the situations that you are facing due to continued operational issues. The rescheduling, hotel issues, hot aircraft, long duty days, and short layovers (that are made shorter due to hotel accommodation delays and transportation issues) are wreaking havoc in our daily lives. It is not enough just to say "I hear you". Solutions must be found.

I will not rest until we get the needed results that will procure significant changes. This morning I reached out to Vice President Sonya LaCore and informed her that the morale of Flight Attendants is the lowest it has been in the history of our Company. We need better options to cure the operational staffing issues. We need food, shelter, and rest. We need cooler aircraft. Our basic needs are not getting met. We know Southwest has teams working to create solutions that cannot wait any longer. We need solutions now. Sonya agreed we need solutions, and I hope others in top leadership will agree.

At the negotiating table, in 2018 when we were making billions, I explained that our workforce was tired, exhausted and needs were not being met. It goes back to the core issues we are experiencing. Now that the airline has been in crisis, it is all coming to a head. There should be no more talk of how we are broken, only solutions moving ahead.

Thank you, Southwest Flight Attendants, you are the best in the industry, and we won't ever let that be forgotten.

In Unity,

Lyn Montgomery

TWU Local 556 President

[https://mailchi.mp/twu556.org/juneirophavoc?e=\[UNIQID\]](https://mailchi.mp/twu556.org/juneirophavoc?e=[UNIQID])

- Lyn and BMAL Gayle Middleton requested that the Company offer incentives rather than ESCP, incentives such as double time. The additional trips added to Open time, staffing, and operational outages created an operational crisis. The Company agreed to offer double time for trips picked up from Open Time July 1-7, 2021. The solution did not fix the entire issue, but it plugged one hole in the dam. The Union felt all Flight Attendants flying during that period should receive double time due to the relentless issues. The Company refused to offer it to all. The Union demanded the Company promulgate a FAQ for the Open Time pickups, however, the FAQ was not completed until June 29.
- June 29-30, Lyn flew a two-day trip. During her trip, she consulted with Management over the Double Time FAQ, and on her overnight, she attended the TOP 5 meeting, returned calls, worked with the Communications Committee, and performed other vital tasks. On the trip, she heard from Flight Attendants face to face about current job conditions, mask-wearing, assaults and other job concerns. Lyn reached out to members via Facebook to continue the mask mandate conversation. Politicians seek to end the mask mandate sooner, and

Management is considering lobbying to end it potentially. In addition, the delta variant is becoming a concern. Members have varying opinions, however, Flight Attendants were appreciative that the question was asked, as they have had little control over most of the occurrences during 2020 and 2021. As one Flight Attendant stated, "Just the fact alone that you posed this question to us rather than dictating what we MUST do, means that we have leadership that truly advocates for US and isn't afraid to engage with its Members. Thank you."

- June 28 TWU Local 556 President [Lyn Montgomery](#) and Board Member at Large/ Grievance Chairperson Gayle Middleton were scheduled to meet with Senior Director Inflight Base Operations Mike Sims, Director Crew Scheduling and Crew Operations Support, Director Inflight Operations Rachel Loudermilk at 0900. The meeting was called initially to review the technology breakdown, but further operational issues also needed review. Management requested more time to gather information and rescheduled the discussion to the afternoon. TWU Local 556 Board of Adjustment and Arbitration Coordinator Barbara Fitzhugh joined the meeting. Vice President of Inflight Sonya LaCore attended the meeting for about ten minutes. President Montgomery and the Union team demanded solutions to be delivered without delay. Board Member at Large and Grievance Committee Chairperson [Gayle Middleton](#) discussed specific cases and issues that needed a remedy. We asked for proactive solutions for the long hold times, ongoing problems with transportation and hotel accommodations, food availability shortages, and Open Time trips added after bidding. We informed them, morale is at an all-time low and that until the basic needs of rest, food and shelter are met, issues will continue. We stated in no uncertain terms that no matter the reason for the operational situation, the ongoing hotel and food situation must be remedied. We explained the toll the Emergency Sick Call Procedures are taking on sick Flight Attendants. We addressed overall and specific concerns with Concentra. It was determined that if anyone is asked to perform a fit for duty or experiences other concerns with a Concentra or other Company doctor, contact the NOC. The NOC will contact the facility to correct the issue.
- On July 1, 2021, Lyn emailed an Irregular Operations Survey to quantify the issues and situations that occur when the operation is affected. Lyn thanks the Survey Committee Chairperson for her work on the survey.
- During the first week of July, an internal Southwest Read Before Fly was leaked to the media. The communication seemed to blame Flight Attendant sick calls for the operational difficulties. President Montgomery set the record straight with reporter Gio Benito of ABC. She and SWAPA President Casey Murray both appeared on ABC's World News Tonight to discuss the lack of food, long days, and hotel and transportation issues, including the lack of morale due to overwork

and exhaustion. Southwest sent a statement to the media. The statement read, "We're aware of the disruption is having on our employees and customers. We apologize and are dedicated to doing better." Alan Kasher, Executive Vice President of Daily Operations, presented a video on SAWALIFE. In it, he discusses the state of the operation, Management's commitment to correcting the problem, and he apologizes to Flight Attendants for what has occurred because Management failed to protect the operation properly. Most importantly, he explains their plan to correct the harmful and incorrect perceptions of TWU Local 556 Flight Attendants in the media.

- During the Company holiday of July 5, Lyn reached out directly to Director of Inflight Operations Mike Sims and requested the ESCP be lifted. Mr. Sims agreed, and the Company terminated the ESCP enacted previously.
- On July 6, Lyn was in contact with Mike Sims again, seeking solutions to the IROPS concerns. The double-time was extended for Open Time pick ups through July 18. The same rules as previously applied. Lyn also conferred with Senior Director of Labor Relation Brendan Conlon to discuss a long-term incentive plan to prevent ESCP. Lyn kept the Executive Board abreast of the situation.
- July 7, Lyn hosted the President and DEBM's virtual conference call. All DEBMS were in attendance except ATL Alison Head, HOU David Jackson who were flying. OAK Josh Rosenberg had a scheduling conflict and MDW Donna Keith was at a fact-finding meeting. Lyn appreciates the in person updates and the email updates from those who could not attend. Lyn extends an exceptional thank you to all the local Domicile Executive Board Members. The President is witnessing strong advocacy and dedication from each representative as the operational issues have plagued the Membership, local leadership has been responding.
- July 8-9, Lyn attended the Bylaw Committee in-person meeting at the TWU Local 556 union offices. Please see the bylaw committee report for further information.
- July 9, Lyn, TWU Local 1st Vice President/ Operational Safety Chairperson Massoni and TWU Local 556 Safety Vice-Chairperson Jannah Dalak travels to New York to view "American 965" premiere screening. The documentary focused on a theory that toxic fumes could have significantly contributed to the tragic crash of AA 965 and explained the dangers of toxic fumes. The three also attended a virtual meeting at the request of APFA National President Julie Hedrick. AFA International President Sara Nelson and APFA Vice President Larry Salas attended. We scheduled a summit about the assaults on aircraft as more unruly passenger events continue to increase. The Flight Attendant

Unions will invite our associated pilot unions to the virtual summit scheduled for July 20.

Report From:	Recording Secretary
Submitted Report:	
● Special Membership Meeting held June 7-8, 2021 for Delegate Nominations. ● Ashley participated in the Executive Board Reserve Focus Group on June 10, 2021. ● Ashley participated in the Grievance Review Committee (GRC) call on June 14, 2021. ● Ashley assisted with putting together training materials and resources for the upcoming Committee Chair Training that will be held in July. ● June 15-16, 2021 - May Executive Board Meeting. ● Ashley assisted with a Step-2 Meeting on June 29, 2021. ● Quarterly Flying: ○ June 26, 2021 - DS1D ○ June 29-30, 2021 - DA1O ● Ashley hosted a Virtual Membership Committee Meeting on June 28, 2021. ○ The 2nd Membership Meeting will be held August 23-27. 2021.	