



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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JANUARY 2023 OFFICERS REPORTS

Report From:	BMAL
Submitted Report:	
Happy 2023 to Everyone! Danny Modelo DAL FA #66643 - BMAL My December: 3) BOS 2-day #DA5Z 5) GRC Review 6) GRC Review 7) FLL 2-day #DAEU 7) Special EB Meeting 9) ORD SEA 3-day #DAJ4 9) GRC Discipline Review 13) TWU EXEC BOARD (virtual) 13) TWU EXEC BOARD (virtual) 15) Travel to MCO 15) MCO Picket & return DAL 19) Union Van Maintenance (Oil Change; Tune-up; Brake Light fix 20) New Hire Folder Prep 22-28) SWA Holiday WX Meltdown Debacle: Calls, Texts, Emails, Communications 28) LIT 2-day XCLD; 29) 3 Leg Turn #DS2P 30) BWI FLL 3 day #DS3Q	

Report From:	BMAL
Submitted Report:	
Officer Report for January 2022 — Charla Miller, Board Member at Large • Assisted the Flight Attendant Drug and Alcohol Program (FADAP) Committee Chairperson as needed: ongoing projects, operational issues, and planning. • Assisted the Grievance Team with routine phone and chat coverage, as well as extra coverage during the sustained crisis meltdown. • Attended Executive Board monthly meetings. • Provided labor news, industry news, and systemwide hot topic briefs to President Lyn, and assisted in special projects and tasks, as assigned. • Assisted Members via phone calls, texts, and emails.	

Report From:	BMAL
Submitted Report:	
During the month of December I assisted with scheduling Fact Finding Meetings & Step 2 Meetings. I attended GRC, the Executive Board Meeting, the EB Touch Base meetings and the MCO picket. I also assisted the Grievance Team with Members e cases and voicemails during the Holiday meltdown.	

Report From:	BMAL
Submitted Report:	
<u>Officer Report January 2023 E.B.</u> <u>Gayle Ross Middleton: Board Member at Large</u> • During December, Gayle continued her work as Grievance Chairperson for TWU Local 556: including meetings with Base Operations, Scheduling, Office Manager, weekly BOAT meetings, the Grievance Team, and Grievance Leaders. • December 5th, she worked on a counteroffer to SWA COVID-19 Group Grievance settlement offer. • December 6th, she attended the LODO quarterly meeting and assisted several DEBM's. • Gayle met with Melissa Grube, the newly appointed BWI DEBM, and attended the Executive Board Special Meeting. • December 9th, Drew Shy, the MCO DEBM, and Gayle met with members of SWA Management to discuss Hurricane protocols. Gayle also met with the Shop Steward Committee Chairs and Marcy Vinyard. • December 12th, Gayle led the Grievance Review Committee meeting. She also attended the Executive Board monthly meeting December 13-14, 2022. Kay Hogan and Gayle notified the Not to Proceeds the afternoon of the 14th. • Discussions with legal advisors. • Gayle attended several meetings with President, Lyn Montgomery. • December 23-31, 2022, Gayle came off her vacation and worked around the clock with the Grievance Team, Executive Board, Communications and Education teams to assist our Members during the SWA Meltdown.	

Report From:	BMAL
Submitted Report:	
DECEMBER BMAL REPORT - Kristen Loucks 12/7 EB Meeting 12/10 EB Meeting 12/13 EB Meting 12/14 EB Meeting **Throughout the December operational meltdown, Kristen assisted members in lounges, airports and by phone.** Pairings Flown: LS4H 12/8, LS1A 12/12, LS1B 12/15, LA79 12/20, LSBS 12/22, LS9A 12/25, LSC6 12/27, LBIK 12/30	

Report From:	BMAL
Submitted Report:	
Renda Hobbs Marsh TWU 556 Board Member at Large (BMAL) TWU 556 Grievance Staff Filer TWU 556 WWC Committee Chairperson January 2023 - Board Meeting (reflects December 2022 activities) ● December 1-2, 2022 – WWC 2022 4th QT Meeting NYC ○ Working Women Committee Quarterly Meeting in Brooklyn NY. ● December 7, 2022 - Executive board Meeting ● December 10, 2022 - Executive Board Meeting ● December 13 - 14, 2022- Attended TWU 556 Executive Board November 2022 Meeting ● December 15, 2022- 6:30 -7:30 PM CST Dallas AFL- CIO Central Labor Council Executive Board Meeting (Volunteer Time) ● December 15, 2022 – AFL-CIO Delegate Holiday White Elephant Gift Exchange (Volunteer Time) ● December 20, 2022 - TWU 556 Webinar ● Special Meetings as required due to Holiday Flight Disruption Grievance Staff duties - Monday - Friday 9 AM - 5 PM CST ● · TWU 556 Call Center ● · Weekly Wednesday Staff Meetings ● · Additional duties as assigned ● · Discipline / Contract Research for Step 2 Hearings ● · Packet Construction for EB presentations ● · Prep for Step 2 Hearings and EB Hearings ● Step 2 Hearings with Inflight Labor Relations General Counsel ● Merit Hearing Executive Board Presentations (Termination Hearings)	

Report From:	DEBM - ATL
Submitted Report:	
<u>Atlanta Domicile Executive Board Member Report</u> December 2022 Executive Board • Executive Board special meeting (virtual) – December 7th • Executive Board special meeting (virtual) – December 10th • Executive Board Meeting (virtual) – December 13th -December 14th • Assisted Grievance Team Winter Storm Elliot – December 23rd – December 31st Domicile Executive Board Member • Assisted members as needed via phone, text and email • Shop Steward debrief call – December 1st • Grievance Review – December 12th • Meeting with ATL Base Leaders, ATL Chief Pilots and SWAPA – December 15th • Meeting with ATL Base Leaders – December 22nd • Local Webinar – December 29th • Local Zoom – December 30th Fact Findings/Step II – 3/3 Pairings Flown • AA1Z – December 2nd • AA3Z – December 4th • AA5B – December 7th • AS1U – December 17th	

Report From:	DEBM - BWI
Submitted Report:	
BWI DEBM Committee Report Meeting with BWI Base Manager Danielle Santiago to discuss Members concerns and Issues Asst. Members via Text, Phone and email: * Contract Issues * Re-Routes * Points * 10hr Crew Rest Red Rack/Glass Case Fact Finding Meetings BWI E-Connection 12-9-22 Meet with Gayle Middleton, Drew Shy and Marcy Vinyard on Shop Steward Test Program 12-10-22 Executive Board Special Meeting 12-12-22 Discipline GRC BWI Term/Contract GRC 12-13-22 Executive Board Meeting- Virtual 12-14-22 Executive Board Meeting- Virtual 12-15-22 Met with Osha Stegall about E-Conn/ AFL-CIO MD & DC 12-19-22 Touch base with Alice and Kay on Shop Steward Calendar 12-21-22 Met with Base Manager Danielle Santiago 12-22-22 Winter Storm Elliott 12-23-22 Winter Storm Elliott 12-24-22 Winter Storm Elliott 12-25-22 Winter Storm Elliott 12-26-22 Winter Storm Elliott 12-27-22 Winter Storm Elliott/ E-cases 12-28-22 Winter Storm Elliott/ E-cases 12-30-22 Follow up calls/emails Melissa would like to thank Drew Shy, Ashley Breuer for keeping us all updated during the Winter Meltdown. Also thank you to the entire Executive Board, who united together to make sure our	

members were taken care of and supported during this unbelievable meltdown.

Melissa can not begin to thank the Shop Stewards in BWI who helped out and showed their commitment to our members and stepped up to help us out. (Lucy White-Lehman, Osha Stegall, [Robin Archibald](#))

Report From:	DEBM - DAL
Submitted Report:	
Kristie attended the Shop Steward debrief on 12/1. She attended Fact Finding meetings and a Step 2 meeting. She attended the EB Special meeting Zoom calls on 12/07 ,12/10 and 12/28. Kristie attended the monthly Executive Board meeting . She attended a volunteer event for Wreaths Across America and delivered the Toys for Tots that were collected at the base and holiday party. Kristie handled numerous calls and texts regarding Winter Storm Elliott and was in the lounge at the DAL base providing snacks and helping flight attendants with questions. She also provided Make it Right swag. She informed the members daily of all communication from the base and the union utilizing Dallas Union Connection. She met with base manager Tammi Feuling.	

Report From:	DEBM - DEN
Submitted Report:	
DEN DEBM Jamie Slmpson • 12/1 Parametry training • 12/1 Shop Steward meeting • 12/2 Legislative Committee meeting • 12/7 EB In Touch meeting • 12/7 EB Special Meeting • 12/10 EB Special Meeting • 12/11 Drafting Committee Meeting • 12/12-18 Sit Emergency Officer On Call • 12/13-15 Executive Boards (All Virtual) • 12/16 Legislative Committee meeting • 12/19 Drafting Committee Meeting • 12/19 DEBM Meting • 12/21 EB In Touch meeting • 12/21-22 Storm/ meltdown beginning the evening of 12/21 kept in touch with management, the DEN FAs affected by strom 24 hours a day, updated the EB of the events as they unfolded, stayed in contact with TWU 555 for important updates from the ground • 12/22-31 24 hours a day answered texts, calls and emails, met with DEN inflight several times each day, updated important information on the DEN facebook group, updated the EB on current situations and watched for updates from other EB members, stayed in contact with TWU 555 for updates from the ground, communicated with Comm Committee on information to email the membership • 12/24-27 assisted the grievance team with e-cases • 12/31 2200 local turned ringer on phone off for the first time in eleven days Jamie kept the glass case and red rack updated. Jamie kept in contact with and met with management throughout the month. Jamie represented members in Fact Finding meetings. Jamie would like to thank all the Shop Stewards that answered questions and offered help throughout the meltdown. Jamie would also like to thank Drew Shy, David Jackson and Gayle Middleton and the Grievance Team for going above and beyond for the membership and working through illness, stress and lack of sleep throughout the meltdown. Jamie is extremely excited that SWA sent notification to all DEN based Flight Attendants that they will be following Proposition 118, state run paid family and medical leave insurance (FAMLI). Premiums for the program have already started being the deducted from all Colorado employees starting January 1st 2023 and benefits will be available to the membership in January 2024.	

Report From:	DEBM - HOU
Submitted Report:	
David reports he attended the virtual Executive Board Meeting on December 13-14. David collected the donations for Toys for Tots on December 16 and delivered them to the charity. He thanks the Houston Base for their generous donations. David served as Emergency Officer on Call from December 19-26. David received numerous calls due to the Southwest Airlines' IT failure. David assisted the grievance team as well from December 19-26. David conducted lounge mobilizations in December and January. David remained in constant contact with the Executive Board and Inflight Management.	

Report From:	DEBM - LAS
Submitted Report:	
Bryan Orozco reported that worked a RES day on Dec. 31 and flew a 2 day Jan. 1 and 2. Bryan was on the DEBM and board zoom calls. Bryan answered and returned calls, emails and texts over SWA Christmas melt down. Bryan attended the NV state conference on Dec. 28 and Jan 5. Bryan attended a NV AFL-CIO Transportation Trades Committee. Bryan would like to thank Bradley Steffens for his assistance with Toys for Tots. Both Bryan and Bradley conducted an airport day. Bryan also did an airport day as well. Bryan met with LAS base manager Brandon Durbin. Bryan followed up with calls and emails.	

Report From:	DEBM - LAX
Submitted Report:	
<u>Los Angeles Domicile Executive Board Member Report</u> December 2022 Mark reported that he continues to be available to the membership and available in the base. He would like to thank Shop Steward Michael Quattlebaum and Sabina Zajac, as well as member Lorrie Robertson, for their lounge mobilization efforts in January. Further, he would like congratulate Shop Steward Jamaul Peacock on his recent promotion to Inflight Supervisor. He assisted LAX members with many issues including but not limited to: • LSCK days • Scheduling/Bidding • Contract Questions • OJI • CA Supplemental Disability Executive Board • Attended Executive Board Meeting 12/13 - 12/14 • EB Touch Base 12/21 • Primary Line Writing 12/27 - 12/29 • Reviewed & edited Post Hearing Brief 01/03 • Reviewed & edited California Protected Absence Settlement Mark is working with Oakland Domicile Executive Board Member Josh Rosenberg regarding California Meal and Break issues. He also met with members of the Research and Analysis Committee regarding New Hire reporting issues. Mark assisted Scheduling Committee Chairperson Xander Ricker addressing member concerns. He is working with Tech Services to revise the Satellite Base page and where CA forms are located on the website. Domicile Executive Board Member • Econnection 12/21 • Lounge Visit 01/02 • Scheduled multiple airport mobilizations for January 01/03-01/05 Mark has designed and implemented a regularly scheduled lounge/terminal/airport mobilization schedule for increased visibility for the Local. He has requested his Shop Steward list be updated on the Union website to accurately reflect current Shop Stewards. Finally, Mark stated that LAX has surpassed 1,000 Flight Attendants.	

Report From:	DEBM - MCO
Submitted Report:	
DEBM / Executive Board • Meet with MCO Base Manager Val Doyle weekly to address Member concerns and issues • Assist Members via phone and text, contract and IROP issues • Assault Won't Fly weekly meeting with TWU International PR firm • Red Rack / Glass Case update monthly • Toys for Tots drive, collection, and delivery • Monthly Welcome Letter sent to all Flight Attendants that transfer into Orlando/Ft Lauderdale (this will be a recurring email that sends automatically) • 12-08-2022 Meet with Gale Middleton to discuss the meeting with SWA • 12-09-2022 Meet with Rachel Laudermilk, Brian Ridgeway, Tracy Short with SWA, and with Gayle Middleton discussion hurricane procedures • 12-09-2022 Meet with Gayle Middleton, Melissa Grube, and Marcy Vineyard on Shop Steward Test Program continuation. • 12-12-2022 GRC, Meeting with EdComm and new Hire Committee • 12-13-2022 Executive Boards - Virtual • 12-14-2022 Executive Boards- Virtual • 12-15-2022 MCO Picket Prep, Meeting with SWAPA • 12-16-2022 MCO Picket • 12-17-2022 Dallas- Planning with EdComm and New Hire - Video • 12-19-2022 Communications Meeting. Drafting Committee Meeting • 12-21-2022 EB Weekly Round-Up call Winter Storm Update • 12-22-2022 Winter Strom Update #2 • 12-23-2022 Winter Storm Update #3 • 12-24-2022 Winter Storm Update #4 • 12-26-2022 Winter Storm Update #5 • 12-27-2022 Winter Storm Update #6 • 12-28-2022 Winter Storm Update #7	

- 12-29-2022 Operational Update Zoomcast
- 12-29-2022 Conference call with Pam Forte CHRC
- 12-30-2022 Operational Updated Zoomcast

Drew Shy reports on Winter Storm Elliott and System Meltdown:

December 22-28 Winter Storm Elliott brought about a meltdown the Company had never experienced. I answered endless calls, texts/emails/messages from members. I updated and maintained social media to get information out as quickly as possible. I assisted the MCO Base in securing 50 hotel rooms for the stranded crew during the meltdown by utilizing my connections within the hotel industry. I worked daily, all day, every day, to assist the grievance staff with cases, working directly with the education committee and the grievance committee to send out over eight daily email communications to get members the most up-to-date information. I utilized shop stewards and helped provide them with information to help Members. I can not begin to show my gratitude to the shop stewards of MCO/FLL for their commitment to all of us and for stepping in to offer assistance as needed.

Drew Shy report on MCO picket:

Rescheduled picket event due to cancellation from Hurricane Ian. Scheduled Lounge Mobilizations/airport walks/communications through email and social media on the event. On December 16, MCO held the rescheduled picket at the Orlando International Airport. We had an excellent turnout, with much media coverage. Drew would like to thank all of the Membership who showed up in force to demonstrate to our company it was time to Make It Right! It is the power of the collective Members to make our voices heard, and MCO and FLL made a proud demonstration of that. In addition to Members of Local 556, support was extended from Local 555, members of UniteHere, Congressman Darren Soto, Congressman Maxwell Frost, and Representative Anna V. Eskamani.

Drew Shy would like to thank MCO Flight Attendants Makeesha Collins, Gisela Alvarez, Joe Rivera, Claudio

Adams, and Stacy Rollins for their assistance during the MCO Picket.

Drew Shy would like to thank and recognize the following Executive Board Members, Negotiating Team Member, and Shop Steward for traveling to attend and help with the MCO Picket: President Lyn Montgomery, 2nd Vice President Corliss King, Board Members at Large: Kay Hogan, Gayle Middleton, Renda Marsh, and Danny Modelo. Negotiating Team Member Lashaye Hutchinson. MDW Shop Steward Roy Soria. TWU International Thom McDaniel.

Report From:	DEBM - MDW
Submitted Report:	
Donna reports she attended the Executive Board Meeting in December as well as the Special Executive Board Meeting in December. Donna served as Emergency Officer on Call for the week of Dec 6. Donna met and spoke with local base management during the month. Donna assisted the Grievance Team answering phones and assisting in Step 2 Meetings during the month and was available to Member svia phone, text, and email. Donna answered phones with the grievance team during the December 2022 SWA Meltdown and was available by text, phone, and email during that time as well. Donna was in communication with Chicago Inflight Leadership during the meltdown as well as TWU Leadership. Donna would like to extend her appreciation to the Grievance Team and the Executive Board of TWU 556 for their support of the Members during that time and to extend her gratitude to all the Flight Attendant's who were caught up during and in the aftermath of the meltdown.	

Report From:	DEBM - OAK
Submitted Report:	
Josh attended the virtual Executive Board meeting in December 2022. Josh assisted Members throughout the latest Southwest Meltdown over the Holidays, by being available by phone, text, and in the lounge. Josh also assisted the Grievance Team during the meltdown. Josh has also continued to work with our legal counsel to clarify the California Protected Leave policy (OAK/LAX kin care)	

Report From:	DEBM - PHX
Submitted Report:	
<u>November 2022</u> • 11/26-Lounge Visit • 11/29-Lounge Visit • Stayed in touch with the Executive Board, Shop Stewards, and the Membership via phone, email, text, and social media <u>December 2022</u> • 12/1-wrote December E-Connection • 12/3-Lounge Visit • 12/4-flew PA9Q • 12/7-EB Conference Call • 12/12-call with Grievance Review Committee in regards to a discipline grievance • 12/18-flew PAZZ • 12/25-flew PSHB • Stayed in touch with the Executive Board, Shop Stewards, and the Membership via phone, email, text, and social media <u>January 2023</u> • 1/2-1/9-Emergency Officer on Call • 1/6-Reviewed minutes and reports prior to the January 2023 Executive Board Meeting • 1/7-Reviewed reports prior to the January Executive Board Meeting • Stayed in touch with the Executive Board, Shop Stewards, and the Membership via phone, email, text, and social media	

Report From:	President
Submitted Report:	
President's Report January 2023 • December 13-15, Lyn led the negotiating sessions for TWU Local 556 in mediation with Southwest Airlines in New York City.* Lyn was excused from the TWU Local 556 December Executive Board meeting due to attending the mediation session. Lyn thanks 1st Vice President Michael Massoni for chairing the meeting as permitted per the TWU Local 556 Bylaws. • After the conclusion of the Mediation session Lyn traveled to Orlando for the Make It Right Campaign Picket. • On December 16, Lyn attended the Orlando Make it Right Picket. It was invigorating and unifying to walk alongside fellow Union siblings as we rallied. Lyn spoke with several media outlets while at the Orlando airport. • Lyn was scheduled for vacation December 19-January 2, but removed her vacation days starting on December 22 due to the December 2022 Southwest Operational Meltdown. • December 19, Lyn attended a Legal Briefing. • On December 23, Lyn continued work assisting the Flight Attendants in various ways caused by the Irregular Operations. The TWU Local 556 internal IROPS plan was executed. Organically, Officers, DEBMs, Grievance Team Members and Shop Stewards flung into action. Once the RED status was reported by Southwest Airlines, Lyn sent the following message to all TWU Local 556 members <i>Once again, Southwest Airlines Flight Attendants have to do their jobs under deplorable and unacceptable working conditions due to the mismanagement of flights operating during Winter Storm Elliot.</i> <i>While other airlines decided to cancel preemptively, Southwest left too many flights attempting to operate in the midst of a storm. More than 250 flights were canceled too late to prevent the chaos our Flight Attendants and passengers experienced. Who pays the price? We do!</i> <i>TWU Local 556 has been informed that Southwest Airlines is now in a dysfunctional operational status. Scheduling hold times are lengthy and unacceptable -- up to three hours in some cases. Stress on Crews and Customers is heightened by rolling delays, reschedules, and lack of timely information. Flight Attendants are stranded, some without hotels, and some without hotels with heat or water.</i> <i>Your Union is Hard at Work for You</i> <i>TWU Local 556 Union teams are working around the clock, demanding that Management resolve the issues. Union leaders have been in contact with the Company, demanding that Southwest Leadership address the numerous problems caused by Management's mishandling of the forecasted weather situation. Crews without a hotel or at hotels without heat or water (or experiencing a fire, per the case at one hotel) should be moved to hotels with appropriate living conditions. Protecting our Crews' health and safety should be priority one.</i> <i>In addition to serving as a voice with Management, TWU Local 556 has been working to help Flight Attendants in any way possible, including:</i>	

- *The TWU Local 556 Communications Committee has been getting information out to the Membership, including updates on the storm, the operation, and helpful Q and A's for handling IROPS.*
 - *The TWU Local 556 Grievance Team addresses individual issues as they come in, assisting with hotel issues, transportation, and other IROPS situations.*
 - *TWU Local 556 Safety and Crew Incident Stress Management teams are working on reports of inflight irregularities and giving needed aid to crews.*
 - *Management has agreed to make the Fatigue prompt a priority with a response.*
 - *A Commuter line and sick calls will also be prioritized.*
 - *Scheduling is calling in more staffing and holding over shifts to work through the calls.*

This list is not exhaustive but merely illustrative of some of the issues we are directly addressing.

Further complicating factors is that Southwest Airlines Vice President of Crew Scheduling Brendan Conlon has not been responsive to the Union. Since he took over the daily operation of Scheduling, communication with us has been lacking. He was also unwilling to allow suggested exceptions to alleviate needs to contact Scheduling. I call this out to you now as we will not be ignored or pushed aside. We have been frustrated with Management's response to our requests and concerns for safety, as Flight Attendants have been unable to reach Scheduling. Management informed the Union that the situation had been remedied; however, it is obviously not good enough.

Make it Right!

At the table, the TWU Local 556 Negotiating Committee is working to secure better contractual protections for Flight Attendants to address the mismanagement and painful events of IROPS. We will use evidence from this winter 2022 event to aid us in requesting more protective language.

As Flight Attendants, we are ready for anything. It's part of our training, and it's part of who we are as people. But when situations like this – weather systems, for example, forecasted many days out – are not appropriately handled by our employer, Flight Attendants pay a disproportionate price.

We should all be galvanized in our demands to fight for Southwest Airlines to Make It Right! We must see more contractual protections for inclement weather working conditions. Our accommodations must be considered when operating flights, and we should be handsomely compensated for working under these circumstances. What will it take for Southwest Airlines to treat Crews with the care the Company loves to claim they do? We won't rest until Southwest Airlines takes action to Make It Right!

To our Flight Attendants impacted by this winter storm, I understand that words are not enough. We need solutions. Join me in applying pressure to the source- Southwest Management. Make It Right, SWA!

- *December 23-26, Lyn worked triage due to the meltdown. On December 23, Lyn spoke with the Wall Street Journal. Lyn worked with Southwest Vice President of Inflight Sonya LaCore on various operational matters and requested additional pay for Flight Attendants affected by the events. Normally*

Management offers additional premium pay due to staffing issues. Staffing was not a concern, however a premium was still offered due to the large scale issues. The Company paid .5 TFP above all premium pay and RIGS. Unfortunately, Management failed to deliver a question and answer document for Flight Attendants to understand how the Company was going to pay this premium. The premium was a small token and certainly does not account for the plethora of issues and irregularities that occurred. Lyn and Grievance Chairperson Gayle Middleton agreed to request further demands following the meltdown. Lyn participated in numerous media interviews discussing Southwest Airlines cancellations and the complete breakdown, including CNN, FOX, MSNBC, FOX Business, NBC, ABC, Reuters, NPR, and more. The national attention ensured the flying public understood the issue was about outdated systems, technology, and Executive decisions, not staffing or Southwest Flight Attendants. Hundreds of media outlets requested interviews. Lyn continued to support the Union's internal teams in between performing live, taped, and print interviews for media sources. Lyn elicited the assistance of 1st Vice President Michael Massoni and 2nd Vice President Corliss King to handle the volume of interviews. Lyn asked TWU President John Samuelson if he could get her an audience with US Secretary of Transportation Pete Buttigieg, and a meeting was quickly granted. Secretary Buttigieg and President Montgomery spoke via telephone. She informed the Secretary about the situation and the technical deficit Southwest Airlines Executives had permitted for some time. The Secretary was highly engaged in the conversation and understood the numerous issues concerning the technical failures and the problematic treatment of its Flight Attendants. Lyn explained to him that this was not the first time Flight Attendants had to sleep on airport floors. She relayed the Union had notified management on numerous occasions that irregular operational issues, systems, and methodologies were creating havoc. He was receptive to our situation and publicly pledged to hold Southwest accountable.

- On December 28, Lyn continued to participate in media interviews. Lyn also reviewed the TWU Local LM2 document in preparation for its filing. Lyn went to the Dallas Lovefield Inflight lounge to talk face-to-face with Flight Attendants and get a firsthand account from Members. Lyn attended a zoom meeting with the Texas delegation of the United States House of Representatives. Congresspersons Colin Alred, Sheila Jackson Lee, Jake Ellzey and Veronica Escobar were interested in what had caused the situation and sought potential solutions. Lyn wrote and sent a President's Update to all members. See the following email:

This has been the operational failure of all failures. Words cannot even describe the impact this will have on the days to come as we continue to crawl out of this mess; we disappoint more Customers and experience more chaotic work days. The Flight Attendants of Southwest Airlines have earned much support as TWU Local 556 has ensured the public knows the truth about the situation. It is not weather; it is not staffing; it is not a concerted labor effort; it is the complete failure of Southwest Airlines' executive leadership. It is their decision to continue to expand and grow without the technology needed to handle it. We have communicated with hundreds of media outlets across the country, including national outlets such as CNN, FOX Business, NBC, the New York Times, Washington Post, CNBC, Fortune Magazine, and countless others, including local media affiliates across the country. It's important that the public understand our story. These interviews are vital to share our continued struggles and to hold Southwest Airlines accountable. This must be the

operational failure to end all failures. Southwest Must **Make it Right**. While I was busy handling the public perception, your TWU Local 556 teams, including your Executive Board, Grievance Staff, Shop Stewards, and all committees, worked nonstop triage to assist Flight Attendants with information, assistance, and more. We have published communications to keep Flight Attendants informed and updated. We have worked with Management to help Flight Attendants secure hotel rooms on an individual basis, exercise options for contractual days off, resolve FAR illegalities, receive proper rest time, and communicate with scheduling on their behalf. We have secured an extension of time frames to allow the Union to grieve any issues or infractions that occur during this meltdown. We demand the Company correct any infractions or pay issues due to this meltdown. We ask for your patience as this process will take time to work through. In addition, I have been in contact with Southwest Airlines' upper leadership seeking solutions. I have implored them to permit us to come into their meetings for better collaboration, but at this point, that has not been accepted. One small item is offering premium pay for working from December 20 to January 3. I know this will not remove the mental and physical fatigue, nor will it erase the deplorable working conditions you faced. Only the end to operational failures such as this one will be enough. Some have asked what we can do to hold Southwest Airlines accountable. I called on Secretary of Transportation Pete Buttigieg to inform him of how recent events have impacted Flight Attendants. I spoke with Secretary Buttigieg personally and informed him that Southwest Airlines has to be held responsible. He was receptive and asked good questions about the situation. He fully understands the stress and strain Southwest Flight Attendants have been placed under and publicly pledged to ensure Southwest Airlines is held responsible. President Biden has committed to investigating the practices as well. Click [here](#) to read that interview. As Flight Attendants ourselves, we will continue to advocate for each other and for our passengers. We have a unique relationship with our customers and one another. Take pride in the work you perform as Aviation's Safety Professionals. No one can take away the fact that we are the best Flight Attendants in the industry and we have proven we can weather any operational failure. This must be the last one. Together we will hold Southwest Airlines responsible and ensure that we return to the reliable, stable airline we helped build. We will not stop until Southwest Airlines can **Make It Right!** We have had multiple interviews with news outlets across the country, click below to read a few of these.

Lyn Montgomery on [CNN](#)

Lyn Montgomery on [Forbes](#)

Michael Massoni on the [LA Times](#)

Corliss King on [9news Denver](#)

- Twitter and Instagram were utilized to gain public support for Southwest Flight Attendants' plight during the December 2022 Meltdown. The Make It Right SWA campaign has been bolstered by members of the public and highlighted the need for Southwest to deliver a contract. Responses were sent to customers, throughout the meltdown, on Southwest Airlines Twitter page to increase public support. Many Southwest customers used our hashtag #MakeItRightSWA.
- On December 29, Lyn continued to participate in media interviews regarding the December Irregular Operations. Additionally, Lyn hosted a Membership Webinar Meeting to update the Members on the operational meltdown and

current status. That evening she attended a conference call with Chairman Rick Larsen of the United States Transportation and Infrastructure Committee. The following email was sent to all members:

Today, Thursday, December 29 at 1300 CT, TWU Local 556 President Lyn Montgomery, 1st Vice President Michael Massoni and 2nd Vice President Corliss King will be going live with an update via Zoom, on the Union's efforts in the operational recovery due to Winter Storm Elliott and the technology failures. Please see the link below to join this informational session. Friday, December 30, 1300 CT we will be doing a Member to Member question and answer session via zoom. We know this is short notice, but we wanted to come directly to you in addition to the email communications and media interviews that have been sent out over the last several days. We look forward to speaking with you and hope you can attend! We will be recording the webinar for those of you who aren't able to make it on short notice. Zoom Link for December 29, 1300 CT:

https://twu556.zoom.us/webinar/register/WN_BF8VhXALSLmgqf9XhRzZHw

- On December 30, Lyn hosted a Member-to-Member question and answer session to provide the opportunity for the Flight Attendants to have their individual questions answered.
- December 31-January 1, Lyn continued to support internal teams and work triage due to the meltdown.
- On January 2, Lyn attended a meeting with the Senate Commerce, Science and Transportation Committee, Ron Almond led the meeting with TWU Locals 550, 555 and 557 and TWU Legislative Representative Matt Hettich. Lyn continued to converse with Pete Buttigieg and other government officials.
- January 3-5, Lyn traveled to Washington, DC, and attended the Coalition of TWU Flight Attendant Locals Meeting. The coalition plans to schedule a zoom call with their Executive Boards for a full update. The following communication will be sent out by each local President to their respective Members.

This week, the TWU held our very first Coalition of Transport Workers Union Flight Attendants at the TWU International Headquarters in Washington, DC. TWU Air Director Andre Sutton and International Vice President Thom McDaniel met with the Presidents, Treasurers, and Health, Safety, and Security representatives from Local 556, Local 577, and Local 579 January 3-5. The parties collaborated and discussed how to work together for the benefit of all flight attendants. During the 3-day meeting participants received updates on other Locals, ongoing negotiations, legislative and regulatory matters, and TWU Toxic Cabin Air and Assault Won't Fly campaigns. Our Flight Attendant Leaders engaged in open conversation about ways to collaborate on issues to support and advance the quality of work and quality of life for all flight attendants and our profession.

With the recent "Southwest Meltdown" it was clear that all TWU Flight Attendants have shared experiences at some level with SWA being the most severe. "The TWU Flight Attendant Coalition solidifies our unity and power under the TWU", said TWU Local 556 President Lyn Montgomery representing Southwest Airlines Flight Attendants. "Collectively, we will fight for our specific needs with the full support of our TWU brothers and sisters of all class and crafts, giving TWU Flight Attendants unprecedented strength."

The Coalition also developed a strategic plan with priorities including supporting negotiation efforts, Assault Won't Fly, Toxic Cabin Air, and a Flight Attendant Bill of Rights. Following the meeting, new TWU Local 579 President

Tyesha Best representing JetBlue Inflight Crewmembers, stated, "Our TWU Coalition of Flight Attendant Unions exposed a strong level of solidarity, which birthed a historic action plan that will influence our Membership. It is an honor to assist and empower not only my own Local, that supporting my fellow sister Presidents will have the thousands of our members be a joint force to be reckoned with."

The Coalition of TWU Flight Attendants agreed to continue meeting on at least a quarterly basis." We are excited to collaborate with our Southwest and JetBlue sisters and brothers to drive change to legislation and improve the safety of our representing Allegiant Flight Attendants. "As a TWU Flight Attendant Coalition we can accomplish so much more as a united front. We are stronger together"

- January 9, Lyn scheduled a meeting with newly appointed COPE Chairperson Bryan Orozco. This will be the first opportunity for the two to meet to review strategy.
- January 9- 12, Lyn will travel to San Antonio for a Mediation Session with Southwest Airlines. Lyn has designated 1st Vice President Michael Massoni to chair the January Executive Board Meeting while she is in mediation from January 10-12. Lyn thanks 1st Vice President Michael Massoni for his assistance to facilitate the negotiating schedule. Lyn is committed to securing a tentative agreement.
- Lyn continues to assist and advise the grievance team daily. She responds to Member emails and returns phone calls. Lyn appreciates Members extending patience to her with response time as negotiation meetings are frequent and out of town and the issue from the meltdown will continue to consume much of her time. In addition, Lyn continues to respond to media inquiries, reviews upcoming education materials and communications, speaks to New Hire, and participates in numerous meetings with Management to resolve Member issues. Lyn would like to thank the Executive Board Members, Grievance Team, and Committee Chairpersons for their dedication through 2022 and the December Operational Failure. Lyn looks forward to a brighter 2023 and wishes everyone health and happiness throughout the new year.

**The mediator requested we meet in neutral locations to enhance discussions among parties by eliminating distractions. Meetings through March are held in various locations. The TWU Local 556 Negotiating Committee has found it fruitful to meet at locations outside the Union office and Southwest headquarters. For scheduling purposes a couple meetings were scheduled in Dallas, but they are scheduled offsite of Company or Union headquarters. For further information, please see the TWU Local 556 January Negotiating Report and go to TWULOCAL556.org or MAKEITRIGHTSWA.org for the most up-to-date information and session updates.*

Report From:	Recording Secretary
Submitted Report:	
December 2022 • Executive Board Touch Base Call ◦ December 7, 2022 • Executive Board Meeting - December 13-14, 2022 • Executive Board Special Meeting - December 7, 2022 • Executive Board Special Meeting - December 10, 2022 • Weekly Communications Meeting with Co-Chairperson Drew Shy - ◦ December 12, 2022 ◦ December 19, 2022 • On December 5, Ashley and Tech Services met with Vimeo Enterprise. • On December 6, Ashley and the Top 5 Officers met with legal counsel. • On December 7, Ashley and Tech Services met again with Vimeo Enterprise. • On December 11, Ashley met with Communications Co-Chairperson Drew Shy, Board Member at Large Kristen Loucks, Domicile Executive Board Member David Jackson, Domicile Executive Board Member Jamie Simpson, and legal counsel. • On December 19, Ashley met with Communications Co-Chairperson Drew Shy, Board Member at Large Kristen Loucks, Domicile Executive Board Member David Jackson, and Domicile Executive Board Member Jamie Simpson. • During the meltdown, Ashley responded to member questions via text, phone, and email. Ashley also assisted the Grievance Team and helped with e-cases that were submitted by Members. • On December 29, Ashley assisted with the TWU Local 556 Webinar. • On December 30, Ashley assisted with the TWU Local 556 Webinar (Q&A version) • November Executive Board Meeting - Closed-out meeting (Minutes, Attendance report, voting record, Board and Committee Reports, etc.) • December Executive Board Meeting - Meeting Preparation (Draft minutes, agenda, scheduling, etc.) • 2022 3rd Membership Meeting - Closed-out meeting (Minutes, etc.) • Worked as Communications Co-Chairperson	

Report From:	Vice President - 1
Submitted Report:	
January 2023 1st Vice President Report • Tuesday, December 13, Michael Chaired the December Virtual Executive Board Meeting. • Wednesday, December 14, Michael attended the Rest and Meal Break Meeting with Senior Director of Inflight Operations Steve Murtoff, Senior Director of Inflight Operations Mike Sims and Safety Vice Chair Jannah Dalak • Thursday, December 15, Michael attended the Health and Safety Regulatory Meeting organized by Senior Director of Inflight Operations Steve Murtoff. Also in attendance at the meeting was Manager of Inflight Safety, Standards and Regulatory Compliance Dominick Renteria, Safety Vice Chair Jannah Dalak and Health Chair Michele. • Friday, December 16, Michael attended a meeting with Senior Director of Inflight Operations Steven Murtoff and Senior Director of Inflight Operations Mike Sims to discuss the Letter of Agreement for meal/break language and the California Meal and Rest Legislation. Also in attendance at the meeting was Safety Vice Chair Jannah Dalak. Michael also attended a TSA KCM discussion meeting alongside leaders of the TSA, AFA, ALPA, CAPA, SWAPA, RAA and APFA. The meeting was organized by Program Manager and Division Director for vetting programs Donald Lombardo of the TSA. • Monday, December 19, Michael attended a Legal Briefing regarding Ullico Declaratory Action. In attendance at the meeting was President Montgomery, 1st Vice President Michael Massoni, TWU International Legal Council Denis Engel, TWU Legal Council Adam Greenfield and TWU Legal Council Ed Cloutman. • Wednesday, December 21, Michael attended the Top 5 Weekly Catch up. Michael also attended the Executive Board Touch Base Virtual Meeting alongside other members of the TWU Local 556 Executive Board. • Thursday, December 22, Michael attended the Health and Safety Regulatory Meeting organized by Senior Director of	

Inflight Operations Steve Murtoff. In attendance at the meeting was Senior Director of Inflight Operations Steve Murtoff, Manager of Inflight Safety and Regulatory Compliance Chase Magness, Jannah Dalak Safety Vice Chair and Michele Moore Health Chair. Michael also began reviewing many communications regarding Irregular Operations and attended related meetings.

- Friday, December 23, Michael reviewed many communications regarding December Irregular Operations and attended related meetings.
- Saturday, December 24, Michael reviewed many communications regarding December Irregular Operations and attended related meetings.
- Sunday, December 25, Michael reviewed many communications regarding December Irregular Operations and attended related meetings.
- Monday, December 26, Michael reviewed many communications regarding December Irregular Operations, attended related meetings and fielded media interviews in conjunction with Gentry.
- Tuesday, December 27, Michael reviewed many communications regarding December Irregular Operations, attended related meetings and fielded media interviews in conjunction with Gentry.
- Wednesday, December 28, Michael attended the Top 5 Weekly Catch up. Michael also attended the Executive Board Touch Base Virtual Meeting alongside other members of the TWU Local 556 Executive Board.
- Thursday, December 29, Michael reviewed many communications regarding December Irregular Operations and attended related meetings. Michael also attended a Zoom meeting to update the Membership on Irregular Operations.
- Friday, December 30, Michael attended a preparation meeting for the December Irregular Operations Zoom meeting for the Membership and also attended a debrief after the Member Zoom meeting.
- Monday, January 2, Michael traveled to Washington D.C. for the TWU Flight Attendant Coalition Meeting.
- Tuesday, January 3, Michael attended day one of the TWU Flight Attendant Coalition Meeting.

- Wednesday, January 4, Michael attended day two of the TWU Flight Attendant Coalition Meeting.
- Thursday, January 5, Michael attended day three of the TWU Flight Attendant Coalition Meeting. Michael also attended the A4A Cabin Air Quality Task Group Meeting. Later that evening Michael returned to Phoenix.
- Monday, January 9, Michael traveled to Dallas for the January Executive Board Meeting.
- Tuesday, January 10, Michael attended day one of the January Executive Board Meeting and later that day Michael attended the Health and Safety Regulatory Meeting organized by Senior Director of Inflight Operations Steve Murtoff. In attendance at the meeting was Senior Director of Inflight Operations Steve Murtoff, Manager of Inflight Safety, Standards and Regulatory Compliance Dominick Renteria, Safety Vice Chair Jannah Dalak and Health Chair Michele.
- Wednesday, January 11, Michael attended day two of the January Executive Board Meeting.
- Thursday, January 12, Michael attended the Union Product Update and Appreciation Dinner hosted by Fidelity.
- Friday, January 13, Michael returned to Phoenix.

Report From:	Vice President - 2
Submitted Report:	
In the month of December the 2nd VP was selected to attend an International Labor mission with Illinois Labor leaders representing a cross-section of sectors. We met with Union leaders in the Histadrut, they are the Israel version of the AFL-CIO. We met with Labor Unions that represented the healthcare sector as well as leaders in the municipality Union. I met with the Chair for the Transportation Workers Union which represents all of the airline and rail Unions and forged an introduction to President Samuelsen and V.P. Garcia in hopes of continued discussions about our industries. We also met with their legislators and the Foreign Ministry. We were also able to meet with the Palestinian Labor party in Palestine which was a very unusual opportunity. There were other components to the trip but we were able to elevate the TWU to the leaders of these two countries. The 2nd VP was able to get the framework laid for additional participation from our Local in future mission trips for Organized Labor. We have extended an invitation to both the Israeli and Palestinian Unions to attend the Haymarket events on May 1, 2023. We hope members of our EB can attend as well in what is a historic event for those two countries. The 2nd VP also worked through the system failures that we initiated by the storm Elliott and devolved into system failures that we have continuously requested Management address. The Membership was assisted with hotel room issues, transportation issues, release and location problems among other Member needs. We also did a media blitz to engage the public and provide the perspective of Flight Attendants in this situation. Regular VP duties were performed and I flew a reserve block pairing on December 25, 2022.	