



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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APRIL 2023 OFFICERS REPORTS

Report From:	BMAL
Submitted Report:	
<p>March 2023 - Executive Board Report Danny Modelo - BMAL</p> <p>*Busy month yet again. Started off the month with the "Make It Right!" informational picket. *New Hire Committee was busy as usual with our normal scheduled New Hire Committee talk at Wings/LEADS every Monday following with the NHC Dinner @ TWU Offices and New Hire Committee Dinner for PM class. *Along with NHC Dinners w/ AM class on Tuesday evenings. *I flew four (4) trips in March 2023 as well.</p> <p>1 2 Assist Kay Hogan w/ DAL Informational Picket 3 member correspondence via email, calls, texts 4 5 6 New Hire Presentation @ HQ / Dinner @ TWU Offices 7 GRC Packet Review 8 9 10 11 12 13 New Hire Presentation @ HQ / Dinner @ TWU Offices 14 New Hire Presentation @ TWU Offices 15 16-18 DS23 CMH FLL (3 Day) 19 20 New Hire Presentation @ HQ / Dinner @ TWU Offices 21 22-23 DATH GEG (2 day) 24-26 DAJV FLL RSW (3 day) 27 New Hire Presentation @ HQ / Dinner @ TWU Offices 28-29 DATK ORD (2 day) 30 31</p>	

Report From:	BMAL
Submitted Report:	
<p>During the month of March Kay attended the DAL Love Field picket event. Kay attended Grievance Review Committee, the Executive Board meeting, the Executive Board touch base meetings, not to proceed calls for grievances and filled in for scheduling Shop Stews for Members fact finding and step 2 meetings.</p>	

Report From:	BMAL
Submitted Report:	
<p>BMAL - Kristen Loucks March Report</p> <p>Kristen spent March working with Lauren Childs and Amanda Gauger managing the intake and processing of Flight Attendant submissions to the Meltdown Group Grievance #88661.</p>	

Report From:	BMAL
Submitted Report:	
<p>Officer Report for April 2023 — Charla Miller, Board Member at Large</p> <ul style="list-style-type: none"> • Assisted the Flight Attendant Drug and Alcohol Program (FADAP) Committee Chairperson and Regional Coordinators as needed: ongoing projects, budget, and operational issues. • Assisted the Grievance Team with routine phone and chat coverage. • Attended the monthly Executive Board Meeting. • 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:	
<p style="text-align: center;"> Renda Hobbs Marsh TWU 556 Board Member at Large (BMAL) TWU 556 Grievance Staff Filer TWU 556 WWC Committee Chairperson </p> <p style="text-align: center;"> April 2023 - Board Meeting (reflects March 2023 activities) </p> <ul style="list-style-type: none"> ● March 2, 2023 - Dallas Picket - Dallas Love Field ● March 11, 2023 - Dallas AFL-CIO - Candidate Screening 8-2 - (Volunteer Time) ● March 14 - 15, 2023 - TWU 556 Executive Board Meeting ● March 16, 2023 - Dallas Central Labor Council (AFL-CIO) Attended TWU 556 Executive Board (Volunteer Time) ● March 16, 2022- 6:30 -7:30 PM CST Dallas AFL- CIO Central Labor Council Executive Board Meeting (Volunteer Time) <ul style="list-style-type: none"> ○ Drew Kennedy was sworn into office - Dallas CLC - Seargent at Arms ● March 25, 2023, Texas Justice Tour 2 - 4 PM - (Volunteer Time) ● March 27- March 31, 2023 - International Working Women 1qt Meeting Washington DC - Capitol Hill ● Renda EOOB March 6- 13, 2023 <p>Grievance Staff duties - Monday - Friday 9 AM - 6 PM CST</p> <ul style="list-style-type: none"> ● TWU 556 Call Center ● Weekly Wednesday Staff Meetings ● Additional duties as assigned - Dual Signature for Treasurer ● 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:	BMAL
Submitted Report:	
<p style="text-align: center;"><u>Officer Report April 2023 E.B.</u> <u>Gayle Ross Middleton: Board Member at Large</u></p> <ul style="list-style-type: none"> • During March, Gayle continued her work as Grievance Chairperson for TWU Local 556: including meetings with Base Operations, Scheduling, Office Manager, weekly BOAT meetings, FADAP, the Grievance Team, and Grievance Leaders. • Gayle attended the Executive Board Touch Base meetings and several meetings with Attorneys. • Gayle and Marcy Vinyard held staff reviews. • March 2nd, Gayle attended the DAL Informational Picket. Thank you to Kay Hogan for organizing. • March 3rd Gayle and Marcy Vinyard attended a meeting regarding probationary period extensions. • During March, Gayle attended several LODO agreement meetings with Brandon Hillhouse, Claudio Adams, and Gisela Alvarez. • March 8th, she attended a Payroll Audit meeting regarding the Winter Meltdown. She also attended the Planning & Analytics call with Brandon Hillhouse, Mark Torrez, and Alexander Ricker. • March 9th, Gayle met with the NT and led the Contract Grievance Review Committee. • March 13th Gayle led the Grievance Review Committee. She also attended the Executive Board monthly meeting March 14, 2023. On the 15th, Gayle and Kay Hogan contacted the not to proceed grievants. • Gayle, Brandon Hillhouse, and Lauren Childs met with SWA Labor regarding the C-19 Group Grievances and a possible settlement, on March 21st. Gayle, Drew Kennedy, John Moore, Danny Modello, and Brandon Hillhouse attended a meeting with Ron Freer regarding the new IEFB's and the Order Up demo. • Gayle Middleton met with the NT on March 22nd. • On March 24th, Gayle attended the Shop Steward Round-Up. • Lyn Montgomery, Ashley Breuer, Jannah Dalak, and Gayle met with SWA Management regarding the Winter Storm Meltdown. • The monthly meeting with Labor and the Grievance Leaders was held March 28th. March 29-30 talks were held regarding several group grievances. 	

Report From:	DEBM - ATL
Submitted Report:	
<p><u>Atlanta Domicile Executive Board Member Report</u></p> <p>March 2023</p> <p>Executive Board</p> <ul style="list-style-type: none"> • DAL Picket – March 2nd • Grievance Review Committee – March 13th • Executive Board Meeting (virtual) – March 14th • Emergency Officer on Call – March 20th – March 26th • Assisted grievance team with phones – March 20th and March 24th • Executive Board weekly call (virtual) – March 22nd • Attended Labor Meeting with Grievance Leaders – March 28th • Assisted grievance team with group grievance (Elliott) <p>Domicile Executive Board Member</p> <ul style="list-style-type: none"> • Assisted members as needed via phone, text and email • Meeting with Base Leaders – March 16th • Meeting with ATL Base Leaders, ATL Chief Pilots and SWAPA – March 16th • DEBM Conference call – March 20th • Attended Shop Steward call – March 24th • Attended RAC conference call – March 24th • Attended FCE with member – March 31st <p>Fact Findings/Step II – 1/2</p> <p>Pairings Flown</p> <ul style="list-style-type: none"> • AA6Q – March 8th • AA92 – March 11th • AS1J – March 18th 	

Report From:	DEBM - BWI
Submitted Report:	
<p>Meet with BWI Base Manager Danielle Santiago to discuss Members concerns and Issues Asst. Members via Text, Phone and email:</p> <ul style="list-style-type: none"> * Contract Issues * Re-Routes * Points * 10hr Crew Rest <p>Red Rack/Glass Case Fact Finding Meetings BWI E-Connection</p> <p>Monthly Welcome Letter sent to all Flight Attendants that transfer into Baltimore (this will be a recurring email that sends automatically)</p> <p>Worked RR March 4,5,6,&7 RR 9-11</p> <p>Mar 1, 2023 Traveled to Dallas to help Kay Hogan Prep for Picket Mar 2, 2023 Was a point person for Dallas Picket/breakdown picket with Kay Hogan Mar 8, 2023 Meeting with Base Manager Danille Santiago Mar 10, 2023 Melissa worked on Lounge Mob Materials for March 20th Mar 13, 2023 Melissa had a zoom with Osha Stegall, Erika Schutlz, Adrienne Donaldson to go over lounge mob for Mar 20, 2023. Mar 13, 2023 Met for GRC for BWI with Grievance Team Mar 14, 2023 Virtual Executive Boards Mar 20, 2023 DEBM Touch base Call/Lounge Mob Mar 22, 2023 EB round up Mar 24, 2023 RAC meeting Mar 27, 2023 AFL-CIO meeting in Annapolis/ Union Rally Mar 29, 2023 Capitol Hill for Assaults Won't Fly Mar 30, 2023 COPE Zoom Call</p> <p>Melissa wants to thank the RAC for inviting me to sit in on your meeting. It was very eye opening to say the least. Keep up the amazing work.</p>	

Report From:	DEBM - DAL
Submitted Report:	
<p>Kristie sat Emergency Officer on Call through the 1st week of March. She attended the Make it Right Picket at DAL on March 2nd. She attended both Executive Board touch back meetings in March. Kristie sat in with the Grievance review committee and attended the Executive Board meeting. She was present for the Shop steward meeting on March 24th and she also advocated in fact finding meetings. She communicated all union information and base news on FB group, Dallas Union Connection. She took calls and answered texts daily regarding negotiating questions and addressed individual and current event issues.</p>	

Report From:	DEBM - DEN
Submitted Report:	
<p>Jamie Slmpson DEN DEBM</p> <ul style="list-style-type: none"> • 2/28-3/2 Labor Lobby Corp • 3/ 8 EB Touch Base • 3/9 Contract GRC • 3/10 CO AFL-CIO Legislative Committee • 3/13 Discipline GRC • 3/14 Executive Boards • 3/15 CO Paid Sick Leave Meeting • 3/16 Labor Roundtable with Congressman Jason Crow • 3/16 DEN Lounge Day • 3/20 DEBM monthly Meeting • 3/22 EB Touch Base • 3/22 DIA Airport Coalition meeting • 3/22 CO/HI State Conference with City Council Woman Stacey Gilmore • 3/24 Shop Steward Meeting • 3/24 RAC Audit Update • 3/25 DEN Volunteer day at Belle Boutique • 3/29 met with Attorney General's Office • 3/29 EB Touch Base • 3/29 CO Paid Sick Meeting with TWU 555 and IAM • 3/30 COPE Coalition meeting • 3/31 CO AFL-CIO Legislative Committee <p>Jamie kept the red rack and glass case stocked and updated. Jamie stayed in contact with DEN management throughout the month. Jamie represented members in their fact findings, step 2s and other meetings seeking Union representation. Jamie sent an E-Connection to DEN based members.</p> <p>Jamie would like to thank Stacey Vavakas, Jenn Shaddock-Lewis, Windy Matthews, Nikki Bernal and Janelle Saya for volunteering at Belle Boutique. We were able to assist lower income teens in finding that perfect Prom Dress and accessories to make their night special.</p>	

Report From:	DEBM - HOU
Submitted Report:	
<p>David reports he attended the Executive Board Meeting on March 14. David worked on primarily on the group grievance resulting from the Southwest Airlines meltdown in December. David attended a meeting with the Houston Inflight Base Manager, Julie Gallagher. David conducted lounge mobilizations and distributed NT lanyards and other items. David remained in constant contact with the Executive Board and Houston Inflight Management.</p>	

Report From:	DEBM - LAS
Submitted Report:	
<p>Bryan Orozco reported that he logged onto the shop steward round up, the RAC audit, EB touch base, NV AFL-CIO kin care/ workers comp legislation, 556 COPE, NV state conference and Sen. Nguuyen zoom/goggle meetings. Bryan met with US Senator Rosen office. Bryan had conversation with NV state Sen. Harris and assemblyman Nguyen. Bryan did 2 lounge/airport mobs. Bryan attended the reintroduction of the abusive passenger act. He visited with LAS base leadership. Bryan followed up with emails and calls.</p>	

Report From:	DEBM - LAX
Submitted Report:	
<p><u>Los Angeles Domicile Executive Board Member Report</u></p> <p>March 2023</p> <p>Mark reported that he continues to be available to the membership and available in the base. He would like to thank member Lorrie Robertson, for her continued efforts distributing Make It Right campaign materials. He assisted LAX members with many issues including but not limited to:</p> <ul style="list-style-type: none"> • Utilizing LSCK days • Changes to the California Protected Absence System • EDD questions • Scheduling/Bidding • Contract Information • CA Supplemental Disability • CA Parental Leave <p>Mark stated that he worked with the Local's legal firm in California to prepare a communication to the entire membership explaining changes to how California Protected Absences are handled. The communication was distributed on 03/03 to the entire membership. He sent a reminder email with follow up Q & A information on 03/31 to LAX based members.</p> <p>Mark met with President Lyn Montgomery regarding CA Meal & Rest Break. He also consulted with the Negotiating Team to assist with Article 28 clarifications regarding Scheduling/Bidding.</p> <p>Executive Board</p> <ul style="list-style-type: none"> • Executive Board Touch Base 03/01 • RAC/SWA Payroll Meeting 03/02 • EB Touch Base 03/08 • Planning/Analytics Meeting 03/08 • RAC/SWA Payroll Meeting 03/08 • GRC-Discipline Meeting 03/13 • RAC-Reserve Cancellation Meeting 03/16 • Executive Board Meeting 03/19 • Executive Board Touch Base 03/23 • RAC Reserve Cancellation Meeting 03/23 • Shop Steward Conference Call 03/24 • RAC Audit Team Meeting 03/24 • RAC Payroll Discussion 03/24 	

Mark has continued working with Oakland Domicile Executive Board Member Josh Rosenberg regarding California Protected Absence communications. He also met regularly with members of the RAC Audit Team, and reported to the Executive Board and Negotiating Team the many deficiencies they have found with Inflight Payroll Audit.

Mark wrote Vacation Relief lines on 03/09 - 03/10. On 03/29 Mark hosted a joint committee working lunch with the Scheduling Committee and Crew Planning. The meeting was productive and the Scheduling Committee and Crew Planning have recommitted to coming together regularly to discuss Scheduling Policy and recommendations for pairing generation. He wrote Primary Lines on 03/29 - 03/30. He assisted Scheduling Committee Chairperson Xander Ricker addressing member concerns.

Domicile Executive Board Member

- Sent Base transfer welcome letter. 03/01
- DEBM Round Up Meeting 03/20
- Lounge Visit 03/21
- California State Conference Meeting 03/22
- LAX Shop Steward Update 03/24
- Posted Women's History Month materials in lounge
- Sent a Econnection for March
- Distributed Assault Won't Fly requests
- Distributed Make it RIght Campaign swag
- Filled all Union Pin Requests
- Updated Glass Case & Red Rack

Report From:	DEBM - MCO
Submitted Report:	
<p>DEBM / Executive Board</p> <ul style="list-style-type: none"> • Meet with MCO Base Manager Val Feijhoo weekly to address Member concerns and issues. • Assist Members via phone and text, contract and IROP issues • Red Rack / Glass Case - • Monthly Welcome Letter sent to all Flight Attendants that transfer into Orlando/Ft Lauderdale (this will be a recurring email that sends automatically) • Continued Monthly Welcome email campaign for all bases; five additional bases added to the program • MCO/FLL E-Connection • E-Connection Template for all bases • Continue Salesforce Marketing Cloud Journey Builder online training and education courses • FLL Welcome Letter • MCO Lounge Visit FA appreciation • Attend Press Conference for Congressman Darren Soto for airport projects • GOAA Airport Parking - begin working on a coalition • Update Flight Attendant Card • Serve as a delegate and attend Central Florida AFL-CIO CLC meetings • Attend TWU Florida State Conference Meeting • Attend Video shoot focusing on contract education video for Members. • 03-01-2023 Video round-up with Ashley Breuer for Communications • 03-02-2023 Dallas Informational Picket • 03-07-2023 Assault Won't Fly Monthly Zoom call with TWU International and PR firm • 03-09-2023 Roll-Out of Shop Steward Program • 03-13-2023 Virtual Meeting with Education Committee • 03-14-2023 Virtual Executive Board Meeting • 03-16-2023 through 03-18-2023 - Dallas for education project • 03-20-2023 DEBM Catch-Up call 	

- 03-20-2023 Zoom FL AFL-CIO
- 03-22-2023 EB Round-up
- 03-23-2023 Shop Steward Committee meeting
- 03-24-2023 SS Committee Zoom debrief
- 03-24-2023 RAC video meet sit-in
- 03-29-2023 DC for the reintroduction of the legislation for the Protection from Abusive Passengers Act.
- 03-30-2023 COPE Zoom

Drew reports he was available to Flight Attendants and Inflight Management throughout the month. Drew dealt with a myriad of situations, from contract issues to discipline assistance and medical/mental leaves.

Drew would like to Thank Angie Kilbourne and Tech Services for their assistance in the Welcome to the Base email campaign.

Report From:	DEBM - MDW
Submitted Report:	
<p>Donna reports she has regularly been in contact and met with Inflight Base Leadership to discuss issues and concerns in the MDW Base. Donna attended the Executive Board Meeting on March 14. Donna has worked through March assisting the Grievance team with filing grievances, answering phones, and assisting Members. Donna assisted the grievance leaders with taking notes for Step 2 Meetings and Labor Meetings. Donna attended the Executive Board Touch Base on March 14 and March 22. Donna attended a Sales Force training held by tech services, and weekly grievance meetings. Donna attended the DEBM meeting on March 20 and the Shop Steward meeting on March 23. Donna was Emergency Officer on Call for the week of March 27 - April 4. Donna has assisted shop stewards throughout the months preparing for Fact-Finding and Step 2 meetings and has been available to Members via phone, text, and email.</p>	

Report From:	DEBM - PHX
Submitted Report:	
<u>March 2023</u> <ul style="list-style-type: none"> • 3/13-3/20-Emergency Officer on Call • 3/14-Executive Board Meeting • 3/20-reached out to Members who had a medical or safety incident on the airplane • 3/21-reached out to Members who had a medical or safety incident on the airplane • 3/23-wrote a March E-Connection about Parking Lot Safety. John wants to thank Health and Safety for their assistance with this. • 3/24-reached out to Members who had a medical or safety incident on the airplane • 3/26-reached out to Members who had a medical or safety incident on the airplane • 3/27-2 Step 2 Meetings • 3/27-spoke with Members in the lounge after Step 2 meetings • 3/29-reached out to SWAPA PHX Chair & Vice Chair to introduce myself and discuss common issues that both workgroups are facing and exchanged contact information • Stayed in touch with the Executive Board and the Membership via phone, email, text, and social media <u>April 2023</u> <ul style="list-style-type: none"> • 4/1-reached out to Members who had a medical or safety incident on the airplane • 4/2-reached out to Members who had a medical or safety incident on the airplane • 4/4-attended APFA picket in PHX and exchanged contact information with AA PHX Base Rep • 4/4-Lounge Visit • 4/5-Lounge Visit • 4/7-Review Reports prior to April Executive Board Meeting • 4/8-Reached out to Members who had a medical or safety incident on the airplane, reviewed reports and minutes prior to the April Executive Board Meeting • 4/9-Review Reports and a Discipline Grievance prior to the April Executive Board Meeting • 4/10-Review Financials, Reports, Group Grievance information and sit on Grievance Review Committee prior to the April Executive Board Meeting • Stayed in touch with the Executive Board and the Membership via phone, email, text, and social media 	

Report From:	President
Submitted Report:	
<p>President's Report April 2023</p> <ul style="list-style-type: none"> • March 14, Lyn chaired the March 2023 Executive Board Meeting. Later that day Lyn traveled to Washington D.C. to attend the FAA Safety Summit. • March 15, Lyn attended the FAA Safety Summit. Also attending the meeting with Lyn was 1st Vice President Michael Massoni, 2nd Vice President Corliss King and Safety Vice Chair Jannah Dalak. The following communication was sent to all Flight Attendants: <p>On Wednesday, March 16, 2023, TWU Local 556 attended the FAA Safety Summit in McLean, Virginia. In attendance for TWU Local 556 were 1st Vice President/ Operational Safety Chairperson Michael Massoni, 2nd Vice President Corliss King, Safety Committee Vice-Chairperson Jannah Dalak, and myself. Together we represented Flight Attendant interests. Secretary of Transportation Pete Buttigieg welcomed an audience filled with over 200 aviation safety leaders consisting of manufacturers, pilots, airline executives, air traffic controllers, technology innovators, safety leaders and union leaders. Buttigieg expected to accomplish three things at the Safety Summit: 1) identifying "patterns and risk factors 2) identifying how the different parts of the aviation system can "address any risks" and 3) identifying and implementing "additional steps" to reduce those risks. Acting FAA Administrator Billy Nolen called the meeting. Nolen said, "There is no question that aviation is amazingly safe, but vigilance can never take the day off. We must ask ourselves difficult and sometimes uncomfortable questions, even when we are confident that the system is sound."</p> <p>This Safety Summit was the first Emergency Safety Summit to be held in fourteen years. Aviation leaders met to discuss recent incidents and work to identify patterns and factors affecting and causing risks in the airline industry. There have been at least six close calls involving commercial flights in recent months. However, the FAA reiterated that US air travel is one of the safest modes of transportation with over 45,000 flights operating per day. However, an emphasis during the Summit was to strive for enhanced safety standards and protocols.</p> <p>The meeting began with a plenary session that featured the following panel of moderators:</p> <ul style="list-style-type: none"> • Captain Jason Ambrosi, President Air Line Pilots Association, International (ALPA) • Nicholas Calio, President and CEO Airlines for America (A4A) • Todd Hauptil, President and CEO American Association of Airport Executives (AAAE) 	

- Rich Santa, President National Air Traffic Association (NATCA)
- Ed Bolen, President and CEO National Business Aviation Association (NBAA)
- Faye Malarkey, President and CEO Regional Airline Association (RAA)

TWU Local 556 was invited to the breakout session which focused on Commercial Operations. Panelist moderators Jodi Baker, Deputy Associate Administrator for Aviation Safety, FAA, and Yvette Rose, Senior Vice President of Cargo Airline Association led open discussions. The breakout sessions focused on recent incidents and how to prevent future occurrences. Below is a synopsis of the Commercial Operations Breakout Session:

1. Pursue more efficient methods of sharing safety information in near real-time at all levels of the aviation industry, including frontline workers.
2. The FAA will urge the Commercial Aviation Safety Team (CAST) team to set a new goal of eliminating serious incidents such as runway incursions and close calls.
3. Continue to refine the data being collected by the Aviation Information Analysis and Sharing System (ASIAS) to include a broader range of factors that will help identify precursors to incidents.
4. Pilots and Flight Attendants expressed concerns that they continue to feel stress in the workplace, including long work hours under adverse conditions. The group acknowledged that risk models should also incorporate human factors.

Discussions at the Safety Summit were robust and productive, and Nolen stated he expects the conversations to continue especially as travel demand rebounds. Additionally, pursuing further safety improvements will be the subject of future safety meetings at Infoshare and CAST. Upcoming plans by the FAA will be to appoint a special panel to evaluate the Nation's air traffic system and the FAA's oversight. TWU Local 556 was pleased to attend and participate in the FAA Safety Summit. As Flight Attendant's representatives of the Nation's largest airline, we were able to deliver our perspectives and connect with aviation leaders throughout the industry.

- March 17, Lyn attended a TWU President's Cabin Crew Meeting with Tyesha Best, President of TWU Local 579 and Christa Gifford, President of TWU Local 577, President of TWU Local 578 Sherilyn Stanley and other local leaders. The Presidents shared information and updated one another on issues going on in their locals and aviation.
- March 20, Lyn traveled to San Antonio for mediation sessions with Southwest Airlines. Session locations are determined by the federal mediator.
- March 21 - 24 Lyn led the negotiating sessions for TWU Local 556 in mediation with Southwest Airlines in Dallas, Texas. For more information please visit the twu556.org for the Negotiations update. Each evening after mediation sessions concluded Lyn reviewed

and answered emails and completed reports to ensure the daily business of the union was completed. Friday Lyn returned to Dallas and attended a meeting with Shop Stewards concerning the new virtual platform used by the Company. Lyn also attended a meeting with 2nd Vice President Corliss King and LAX DEBM Mark Torrez to discuss pay discrepancies discovered by the Research and Analysis Committee. Lyn has asked economist Dan Akins to assist with the ongoing investigation into pay issues. 2nd Vice President Corliss King and LAX DEBM Mark Torrez will oversee the investigation into these payroll issues. Once the data is gathered it will be configured into a format for presentation to the Company.

- March 27, Lyn attended a meeting at SWA Headquarters to discuss the Lessons Learned from the December operational melt-down. In attendance with President Montgomery was Recording Secretary Ashley Breuer, Board Member at Large and Grievance Chair Gayle Ross Middleton, and Safety Vice Chair Jannah Dalak. Attending the meeting from Southwest Airlines was Senior Vice President of Air Operations Alan Kasher, Vice President of Inflight Sonya Lacore, Senior Manager of Base Operations Brian Ridgeway, Managing Director of Inflight Strategy and Business Performance Mike Sikes and Director of Inflight Strategy Delivery Stacie Arce. The information from the Lessons Learned meeting will be shared with all employees at a future Technology Town Hall meeting. Lyn requested an additional meeting to discuss the challenges crew members faced and how those situations would be prevented from reoccurring. She expressed disappointment that the Union was not involved in the solutions plan. Sonya LaCore and Alan Kasher committed to continuing conversations with Union leaders. Later that day Lyn traveled to Atlanta for mediation sessions with Southwest Airlines. Session locations are determined by the federal mediator.
- March 28 - 31, Lyn led the negotiating sessions for TWU Local 556 in mediation with Southwest Airlines in Dallas, Texas. For more information please visit the twu556.org for the Negotiations update.
- April 3, Lyn attended a meeting with a member to discuss general concerns and answer questions. Also attending the meeting with Lyn was Recording Secretary Ashley Breuer and Safety Vice Chair Jannah Dalak. That afternoon Lyn prepared and reviewed reports for the upcoming April Executive Board Meeting.
- April 4, Lyn attended a meeting with TWU Local 556 Grievance Leaders to prepare for the upcoming TWU Local 556 Board of Adjustment Training Session. Lyn flew to Washington D.C. later in the day to attend the TWU Flight Attendant Coalition.
- April 5 - 6, Lyn attended the TWU Flight Attendant Coalition. In attendance at the meeting was TWU International Vice President Thom McDaniel, TWU Local 577 President Christa Gifford, TWU Local 577 Recording Secretary Klarissa Principe, and TWU Local 579 President Tyesha Best. Lyn returned to Dallas Thursday evening.

- April 10, Lyn prepared for the upcoming April Executive Board Meeting by reviewing reports.
- Lyn continues to assist and advise the grievance team daily. She responds to Member emails and returns phone calls as her schedule permits. Lyn appreciates Members extending patience to her with response time, as negotiation meetings are frequent and out of town. Lyn continues to respond to incoming national media inquiries, participates in numerous meetings with Management to resolve Member issues, consults with Committee Chairs and other local leaders, advises the Grievance Team and works with Health and Safety when incidents and issues occur onboard aircraft.

Report From:	Recording Secretary
Submitted Report:	
<p>March 2023</p> <ul style="list-style-type: none"> • Executive Board Touch Base Call <ul style="list-style-type: none"> ○ March 1, 2023 ○ March 22, 2023 ○ March 29, 2023 • Executive Board Meeting - March 14, 2023 • Weekly Communications Meeting with Co-Chairperson Drew Shy - <ul style="list-style-type: none"> ○ March 1, 2023 ○ March 20, 2023 ○ March 21, 2023 • March 2, 2023 - Dallas (DAL) Picket • March 9, 2023 - Contract Grievance Review Committee (GRC) • March 13, 2023 - Discipline Grievance Review Committee (GRC) • March 16, 2023 - Dallas AFL-CIO CLC Meeting • March 17-18, 2023 - Assisted with filming Education Committee Contract Videos • March 24, 2023 - Met with Members of Tech Services to review Membership Meeting Electronic Voting • March 27, 2023 - Met with President Lyn Montgomery, Grievance Committee Chairperson Gayle Middleton, Safety Vice-Chairperson Jannah Dalak, and Members of Southwest Airlines Management to discuss Winter Storm Elliott • March 30, 2023 - COPE Meeting • In March, Ashley assisted the NT and Tech Services with rebuilding the Zoom Webinar platform from the ground up to allow for registration for webinars that verify AFO/Dues status and follow the same logic as Membership Meetings. The Membership Meeting was also rebuilt due to required updates to allow for proper functioning. • February Executive Board Meeting - Closed-out meeting (Minutes, Attendance report, voting record, Board and Committee Reports, etc.) • March Executive Board Meeting - Meeting Preparation (Draft minutes, agenda, scheduling, etc.) • Worked as Communications Co-Chairperson • First Membership Meeting of 2024 - Meeting Preparation (Draft minutes, agenda, scheduling, website registration, Zoom setup, voting setup, etc.) 	

Report From:	Vice President - 1
Submitted Report:	
<div><p>April 2023 1st Vice President's Report</p><ul style="list-style-type: none">• Tuesday, March 14, Michael traveled to Washington D.C. to attend the FAA Safety Summit. Michael reviewed and cataloged all ENS messages received.• Wednesday, March 15, Michael attended the FAA Safety Summit with President Montgomery, 2nd Vice President Corliss King and Safety Vice Chair Jannah Dalak. Michael reviewed and cataloged all ENS messages received.• Thursday, March 16, Michael returned to Phoenix. Michael reviewed and cataloged all ENS messages received.• Sunday, March 19, Michael traveled to Dallas to attend meetings. Michael reviewed and cataloged all ENS messages received.• Monday, March 20, Michael attended a meeting at headquarters regarding recalibration of the Fatigue Review Committee. In attendance with Michael was Health Chair Michele Moore and Safety Vice Chair Jannah Dalak. The meeting was organized by Corey Finn, Inflight Safety & Regulatory Program Manager. Michael reviewed and cataloged all ENS messages received.• Wednesday, March 22, Michael attended the Executive Board Touch Base Meeting. Michael reviewed and cataloged all ENS messages received.• Thursday, March 23, Michael attended a final Infoshare Planning Session Meeting for the 2023 Infoshare Spring Session. Also in attendance at the meeting was Michele Moore, Health Chair and Jannah Dalak Safety Vice Chair. Michael reviewed and cataloged all ENS messages received.</div>	

- Tuesday, March 28, Michael traveled to Baltimore and attended the 2023 Infoshare Cabin Break-out Spring Session. Michael reviewed and cataloged all ENS messages received.
- Wednesday, March 29, Michael attended the 2023 Infoshare Cabin Break-out Spring Session. Michael reviewed and cataloged all ENS messages received.
- Thursday, March 30, Michael returned to Phoenix. Michael reviewed and cataloged all ENS messages received.
- Tuesday, April 4, Michael traveled to Washington D.C. for the spring TWU Cabin Crew Coalition (TC3) Meeting. Michael reviewed and cataloged all ENS messages received.
- Wednesday, April 5, Michael attended day one of the TC3 Meeting. Also in attendance at the Flight Attendant Coalition was President Montgomery and 2nd Vice President Corliss King. Michael reviewed and cataloged all ENS messages received.
- Thursday, April 6, Michael attended day two of the TC3 Meeting. Michael reviewed and cataloged all ENS messages received.
- Friday, April 7, Michael returned to Phoenix. Michael reviewed and cataloged all ENS messages received.
- Monday, April 10, Michael prepared and reviewed reports for the April Executive Board Meeting. Michael reviewed and cataloged all ENS messages received.
- Tuesday, April 11, Michael attended day one of the April 2023 Executive Board Meeting. Michael also 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, Manager of Inflight Safety and Regulatory Compliance Chase Magness and Safety Vice Chair Jannah Dalak. Michael reviewed and cataloged all ENS messages received.

- Wednesday, April 12, Michael attended day two of the April 2023 Executive Board Meeting. Michael reviewed and cataloged all ENS messages received.

Report From:	Vice President - 2
Submitted Report:	
<p>In addition to general VP duties like correspondence with Members and Management, this report period was a good deal of special projects and assignments as well as managing the ongoing issues with the December 2022 operational failures.</p> <p>In March the 2nd VP attended the FAA Safety Summit with President Montgomery, V.P Massoni and J Dalak. We represented the Member issues regarding rest and factors that could contribute to safety issues around CRM and external factors impacting performance. We made key connections and established relationships that can benefit our Membership with various regulatory stakeholders and industry leaders. President Montgomery and I also met with Sen Tammy Duckworth's office to weigh in on FAA Reauthorization issues and the December meltdown from the Flight Attendant's perspective. I also was assigned work in DC for attendance of a meeting where CEO Bob Jordan was the featured guest speaker. It was attended by SWAPA and other TWU Locals to speak directly to the Membership issues with Mr. Jordan. A productive conversation was had with Bob Jordan in which VP King was able to share the direct concern with the plan company leadership has to regain the trust of the Members. A meeting was had for Mob Org while in DC with a strategic partner for several initiatives. She also met with International Legislative leaders to discuss upcoming legislation effort that were upcoming in month. VP King also attended the TWU Working Women's committee meeting in DC where various Union issues were discussed and lobbying training and legislative lobbying was done for two specific Flight Attention specific pieces of legislation. Both bills, the Air Pump Act and the Protection from Abusive Passengers Act were discussed and a nationwide press conference was done to introduce the Protection From Abusive Passengers Act sponsored by Senator Reed (D-RI) and Congressmen Eric Swallwell (D-CA) and John Fitzpatrick (R - PA). We spoke to various legislators about the issues our Flight Attendants are experiencing and how we have been managing in the current climate. I also attended the TWU Flight Attendant coalition at the International offices.</p> <p>The 2nd VP is also helping to navigate the projects being done with the RAC regarding the outstanding issues from the December meltdown. That has meant collaboration with the RAC members, Mark Torrez, Dan Akin, and coordination with President Montgomery. These discussions require various conversations with Management to not only define the issues but work on resolutions. This is an ongoing project. The meetings and work with Initial training, Onboarding and ER continued through the period. I participated in the GRC and IROPS Committee meetings and worked on MOB/ORG initiatives.</p> <p>The 2nd VP worked with the Education Committee with a video shoot for Members. We filmed over the course of 2 days and believe the product will</p>	

really resonate with our Membership. The content was snippets of information ranging from contract issues to tid bits on bidding and defining terminology. We also used that time to film some Mob/Org videos for use in future campaigns and initiatives. This will help us with our plans for the Mobilizing Minute segments.

The various duties with COPE and the IL/IN State conference continued in this report period. VP King chaired the IL/IN State conference meeting. Met with the IL AG regarding ongoing compliance issues with the IL Sick Leave Act and worked with the IL AFL CIO to address the Workers Comp project at the request of Gayle Middleton. Attendance and participation in meetings with the Board of the IL AFL and the Chicago Federation of Labor as well as serving as a speaker for the Annual Working Women's Labor luncheon themed, Speaking truth to Power. Facilitated a meeting for TWU International with the DAGA (various U.S. Attorneys General) for the International to present high level issues on behalf of our Members.