



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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

MAY 2023 OFFICERS REPORTS

Report From:	BMAL
Submitted Report:	
<u>Officer Report May 2023 E.B.</u> <u>Gayle Ross Middleton: Board Member at Large</u> • During April, Gayle continued her work as Grievance Chairperson for TWU Local 556: including meetings with Base Operations, Scheduling, FADAP, Office Manager, weekly BOAT meetings, Negotiating Team, Grievance Team, and Grievance Leaders. • April continued to be busy with working on the Operational Meltdown and COVID-19 Group Grievances. • Gayle attended the Executive Board Touch Base meetings and several meetings with SWA Management. • April 3rd, Gayle assisted several DEBM's including MCO DEBM, Drew Shy, while meeting with Rachel Loudermilk regarding Hurricane protocols. • April 5th, Gayle met with members of the LODO committee. • April 10th, Gayle led the Discipline and Contract Grievance Review Committee meetings. She also attended the Executive Board monthly meeting April 11-12, 2023. On the 13th, Gayle contacted the not to proceed grievants. • Gayle, Brandon Hillhouse, and Lauren Childs met with SWA Labor to discuss the Operational Meltdown Group Grievance. • Gayle attended the 556 Membership Meeting and presented a report, on April 17th. • On April 18th, Gayle handled the Technology outage and Ground stop at SWA. • Mark Torrez, Xander Ricker, and Gayle attended the monthly Planning and Analytics meeting with SWA, which was held April 19, 2023. • April 20th, Gayle had several meetings including meeting with: Marcy Vinyard, 556 Office Manager; Rachel Loudermilk, Director of Inflight; and Graham Vandegrift from BOAT. On April 21st, she met with Mike Sims regarding Payroll issues; Lyn Montgomery discussing Grievance issues, and with 556 Tech services for staffing/supply needs. • The monthly Labor meeting with SWA was held on April 22nd. Gayle also worked with Ann Claire Crawford regarding OJI issues. • Gayle met with Tom Spillers and Mike Sims regarding FADAP. • Gayle attended several meetings with the LODO committee leaders. • Gayle joined Lyn Montgomery, Michael Massoni, Corliss King, and Ashley Breuer at a meeting April 26, 2023. They met with numerous leaders of SWA Management to discuss improvements that may happen after storm Elliot. Gayle then attended the SWA Healthcare Summit, along with Charla Miller and Ann Claire Crawford.	

- April 27th, Gayle led, with the assistance of Lyn Montgomery, Marcy Vinyard, Brandon Hillhouse, Barbara Fitzhugh, and Mark Torrez, the Board of Adjustment panel training.

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 May 2023 - Board Meeting (reflects April 2023 activities) • April 5, 2023 – Executive Board Touch Meeting • April 11-12 2023 - TWU 556 Executive Board Meeting • April 13, 2023, - Concur Touch Meeting • April 17, 2023, -1st Quarter Membership Meeting - ○ Also worked TWU 556 Customer Service phones during the meeting • April 18, 2023 - Special Executive Board Meeting • April 19, 2020 - Executive Board Touch Meeting • April 26, 2023 - Executive Board Touch Meeting • April 26, 2023 - TX AFL-CIO Town Hall - Volunteer (1.5 hours - volunteer) • April 26, 2023 - Texas/ OU State Conference Meeting • Renda was <u>not in attendance</u> for the April 2023 - Dallas Central Labor Council (AFL-CIO) ○ This was an excused absence as Vann Marsh, son, was recovering from a medical procedure. ▪ Executive Board April 2023 Meeting and Delegate Meeting ▪ John Williams - represented TWU 556. ▪ Ashley Breuer - represented TWU 556. ▪ Drew Kennedy - represented TWU 556. Grievance Staff duties - Monday - Friday 9 AM - 6 PM CST • 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:	
Officer Report for May 2023 — Charla Miller, Board Member at Large • Assisted the Flight Attendant Drug and Alcohol Program (FADAP) Committee Chairperson and Regional Coordinators as needed: ongoing projects, budget, and operational issues. • Attended the Southwest Airlines Healthcare Summit, followed by union breakout sessions. • Attended the Negotiating Team’s live webcast. • Attended the first Membership Meeting of 2023. • Attended the FADAP quarterly business update hosted by Southwest Airlines Managing Director of Inflight Crew Support & Services Mike Sims, along with Inflight Manager Crew Assistance Programs Tom Crabtree, Inflight Program Manager Associate Nick Konchel, and the TWU Local 556 FADAP Committee. • Attended the monthly Executive Board Meeting. • Attended the special meeting with the Executive Board and TWU Local 556 Negotiating Team. • Attended annual Recurrent Training. • Assisted the Grievance Team with routine phone and chat coverage. • 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 April, Kay attended the Executive Board Meeting, Executive Board touch base meetings, filled in for Alice Watkins scheduling Shop Stewards for Fact Finding and Step 2 meetings, attended Grievance Review Committee and assisted the Grievance Team with research. Kay also attended the APFA picket at DFW airport.	

Report From:	BMAL
Submitted Report:	
Danny Modelo - DAL FA 66643 BMAL - TWU Exec Board - APRIL 2023 3) New Hire talk at WINGS / New Hire Dinner (AM class) @ TWU / EEOC 4) DS1D SLC 2 day/ New Hire Folder Prep / APFA Picket @ DFW ; EEOC 5) EEOC 6) EEOC 7) Grievance Review Prep ; EEOC 8) EEOC 9) EEOC 10) New Hire Committee Folder Prep @ TWU / Pass the Pin help for Kay @ TWU ; EEOC 11) TWU 556 Exec Board Meeting (Virtual) 12) TWU 556 Exec Board Meeting (Virtual) 13) Meeting w/ Sarah Vandermark re: New Hire Committee on 4/4/2023 17) April Membership Meeting (Virtual) 18) New Hire Committee Folder Prep @ TWU 20-22) DAR8 SAN SEA 3 day 28-29) DAOW IND 2 day BMAL duties: member correspondence via email, calls, texts	

Report From:	DEBM - ATL
Submitted Report:	
<u>Atlanta Domicile Executive Board Member Report</u> April 2023 Executive Board • Executive Board weekly call (virtual) – April 5th • Grievance Review Committee – April 10th • Assisted grievance team with phones – April 10th and April 18th • Executive Board Meeting (virtual) – April 11th – April 12th • Conference call to review Concur – April 13th • NT Webcast – April 13th • Membership meeting – April 17th • Emergency Officer on Call – April 17th – April 24th • Executive Board weekly call (virtual) – April 19th • Conference call with RAC – April 24th • Assisted grievance team with group grievance (Elliott) Domicile Executive Board Member • Assisted members as needed via phone, text and email • Conference call with Rachel Loudermilk and Gayle Ross Middleton – April 3rd • Attended memorial service for ATL Flight Attendant – April 3rd • Lounge mobilization – April 19th and April 20th • Meeting with Base Leaders – April 20th • Meeting with ATL Base Leaders, ATL Chief Pilots and SWAPA – April 20th • DEBM Conference call – April 24th • ATL Base celebration – April 28th • Conference call with Shop Steward committee – April 29th Fact Findings/Step II – 2/2 Pairings Flown • AA17 – April 1st • AA5X – April 6th	

Report From:	DEBM - BWI
Submitted Report:	
Meet 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 Monthly Welcome Letter sent to all Flight Attendants that transfer into Baltimore (this will be a recurring email that sends automatically) BWI E-Connection was sent out to all at the base. Apr 3, 2023 Melissa Grube, Drew Shy, Gayle Middleton, Marcy Vlnyard had zoom to go over ER cases Apr 6, 2023 Melissa went to meet with Base Leaders in BWI Apr 10, 2023 Melissa did GRC Apr 11, 2023 Virtual Executive Boards Apr 12, 2023 Virtual Executive Boards Apr 13, 2023 Melissa Grube, Osha Stegall did a lounge day for Secondary Bidding and provided lunch at the base. Apr 17, 2023 Quarterly Membership Meeting Virtual Apr 18, 2023 Worked with Alice Watkins to learn how to schedule FF meetings Apr 19, 2023 Boards weekly round up/ Helped schedule FF meetings Apr 20, 2023 Filled in for Alice Watkins/Kay Hogan and scheduled FF meetings Apr 21, 2023 Filled in for Alice Watkins/Kay Hogan and scheduled FF meetings Apr 24, 2023 DEBM Round up/ Debrief with Alice Watkins for scheduling of FF meetings Apr 26, 2023 Boards weekly Round up Apr 28, 2023 Melissa went into BWI lounge for meeting with Base Melissa would like to thank Osha Stegall and Kerry Killeen on helping with getting the HB 2 bill passed in Maryland. The Maryland State & DC AFL-CIO is proud to announce that Governor Wes Moore signed House Bill 2 on Monday. With his signature and the hard work of our affiliates, Maryland's workers finally regained the ability to subtract their union dues on their state income taxes (without itemizing). This shows that the state understands union dues are an investment in the working class. This is a victory for workers throughout Maryland and the State Federation's coordinated campaign made it possible.	

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Report From:	DEBM - DAL
Submitted Report:	
Kristie kept members informed utilizing Dallas Union Connection on FB. She met with new base manager Carrie Haynes. Kristie handled calls and texts throughout the month regarding flight attendant issues. She kept current with emails and reports. Kristie organized a Make it Right lounge mobilization for April. She visited with flight attendants and served grilled cheese sandwiches at mobilization. Kristie attended the Membership meeting and submitted a base report. She attended the APFA picket at DFW. And she advocated in several Fact finding meetings as a team lead and note taker. 4/3 TWO FACT FINDING MEETINGS 4/4 APFA PICKET DFW 4/11 EXECUTIVE BOARD MEETING 4/12 EXECUTIVE BOARD MEETING 4/13 TWO FACT FINDING MEETINGS 4/17 MEMBERSHIP MEETING 4/18 FACT FINDING MEETING and LOUNGE MOBLIZATION 4/24 DEBM ROUND UP ZOOM MEETING 4/26 EXECUTIVE TOUCH BACK ZOOM MEETING 4/27 FACT FINDING MEETING	

Report From:	DEBM - DEN
Submitted Report:	
April EB report DEN DEBM Jamie Simpson 4/4 Lounge Education with Stacey Vavacas 4/ 5 EB Touch Base 4/ 5 CA State Conference Meeting surrounding Paid Sick 4/7 Interview Lawyers for Paid Sick 4/10-16 Emergency Officer On Call 4/10 GRC for DEN cases 4/11-12 Executive Board Meeting (all virtual) 4/17 Membership Meeting (all virtual) 4/18-21 Vacation 4/21 Met with Lawyers for Paid Sick Lawsuit 4/22 Prep for mobilization for Paid Sick 4/23 Press Release and Meetings for Paid Sick Lawsuit 4/24 DEBM Meeting 4/24 Interview with Denver Business Journal 4/25 Met with Lawyers for Paid Sick Lawsuit 4/26 EB Touch Base 4/26 IROP Task Force Meeting 4/27 DIA Airport Coalition Meeting (Jarrad Sambataro attended in Jamie's place) 4/27 BOA training (in person DAL) 4/27 CO/HI State Conference Meeting 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.	

Report From:	DEBM - HOU
Submitted Report:	
David reports he attended the Executive Board Meeting the week of April 10 and participated on the Grievance Review Committee. David attended the Membership Meeting on April 17. Throughout the months of April and May David attended weekly Executive Board calls. David spent time in the Houston Inflight Lounge distributing NT items and Union Pins. David continued his work assisting the Grievance Team with the Southwest Airlines operational meltdown grievance. David reports he met with Houston Inflight Base Manager Julie Gallagher to discuss several items including a proactive plan for the upcoming hurricane season to assist our Members as efficiently as possible. David remained in constant contact with the Executive Board and Inflight Management.	

Report From:	DEBM - LAS
Submitted Report:	
Bryan Orozco reported that he participated in the LAS parking meeting with the airport. Bryan met with Metro PD. Bryan had 2 meetings with base leadership. Bryan was on 2 of the EB weekly calls. Bryan did 4 lounge/airport mobs. Bryan had a parking e-connect sent out with the help of Addie Crisp, Maria Teresa Hank and Drew Shy. Bryan returned calls and emails. Bryan had conversations with Pam Forte about the AAIP and hispanic union pins. Bryan attended the CA COPE convention.	

Report From:	DEBM - LAX
Submitted Report:	
<u>Los Angeles Domicile Executive Board Member Report</u> April 2023 Mark reported that he continues to be available to the membership and available in the base. He assisted LAX members with many issues including but not limited to: • Utilizing LSCCK days • Changes to the California Protected Absence System • EDD questions • Scheduling/Bidding • Contract Information • CA Supplemental Disability • CA Parental Leave • Dr. Pre designation Form Executive Board • RAC Briefing 04/03 • Executive Board Touch Base 04/05 • Group Grievance Meeting 04/05 • RAC Briefing 04/05 • Office Analysis Project 04/07-04/08 • VR Line Writing 04/09-04/10 • Discipline GRC 04/10 • Executive Board Meeting 04/11-04/12 • Group Grievance Meeting 04/12 • RAC Briefing 04/12 • Payroll Audit Process Meeting 04/13 • Membership Meeting 04/17 • Executive Board Touch Base 04/19 • RAC Meeting 04/19 • Planning/Analytics Meeting 04/19 • RAC Random Sampling Meeting 04/24 • Executive Board Touch Base 04/26 • Board of Adjustment Panel Training 04/27 Mark wrote Vacation Relief lines on 04/09 - 04/10. He assisted Scheduling Committee Chairperson Xander Ricker addressing member concerns. Domicile Executive Board Member	

- Sent Base transfer welcome letter. 04/01
- TWU CSC Air Division Meeting 04/05
- Sent a Econnection for April 04/12
- Lounge Visit 04/14
- DEBM Round Up Meeting 04/24
- California State Conference Meeting 04/26
- LAX Shop Steward Update
- 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:	
• Meet with MCO Base Manager Val Boyle weekly to address Member concerns and issues. Particularly issues surrounding the flooding in FLL • Assist Members via phone and text, contract and IROP issues • Red Rack/Glass Case update • 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; two bases were added to the campaign • Added FLL Welcome letter to base transfer email • MCO/FLL E-Connection • E-Connection Template for all bases • Catching Up with 556 Monthly newsletter - Ashley Breuer and Drew Shy • Continue work with Education on the New Hire email Journey • Continue Salesforce Marketing Cloud Journey Builder online training and education courses • 04-03-2023 SS Committee and GT meeting • 04-03-2023 Meeting with Rachel L and Gayle M- hurricane discussion • 04-04-2023 Monthly meeting with International on Assault Won't Fly campaign • 04-05-2023 EB weekly round-up • 04-06-2023 DAL with Mark T- Office Analysis Committee work • 04-10-2023 Virtual GRC • 04-11-2023 Executive Boards - Virtual • 04-12-2023 Executive Boards - Virtual • 04-13-2023 Held Lounge mobilization with a focus on secondary bidding • 04-14-2023 Held Lounge mobilization with a focus on secondary bidding • 04-17-2023 Attend 1st Membership Meeting of 2023 - held virtually- presented base report • 04-24-2023 Shop Steward Committee Meeting • 04-24-2023 DEBM Monthly Round-Up • 04-25-2023 Meet with Ashley Breuer and Sharolyn Stanley (Local 578) • 04-26-2023 Executive Board Touch Base • 04-26-2023 IROP Task Force Meeting Drew Shy worked with Pam Forte from CHRC on May AAPHI month graphics, recognizing five Members who represent the AAPHI Community. These graphics are scheduled to be posted weekly to Social Media accounts. Drew Shy would like to thank MCO Shop Stewards Gisela Alvarez and Sandi Voyik for their assistance with Lounge Mobilizations.	

A base report was presented at Membership Meeting. Although there is an increase in overall FF and Step 2, MCO and FLL are 2nd and 3rd from the bottom of the list. Well done.

Uniform Compliance - headphones: be mindful of the policy. Currently, the lounge is a "safe space," but once you leave, be mindful, especially when you walk off the elevator. We have inconsistencies across all bases, and the Uniform Committee and the EB are seeking clarification and asking for consistency throughout.

Well-wishes go to the FLL base. Record-breaking flooding caused widespread damage. I have communicated with several Members and have been working to resolve issues. The employee parking lot reopened today. Don't forget about the catastrophic fund if you suffered damage. Good idea to take stock of your emergency Hurricane Preparedness Kit, inventory, expiration dates, etc.

Exciting information for our LODO FA. A newsletter was sent today with changes coming to the program. The next meeting with the Company is in May.

Report From:	DEBM - MDW
Submitted Report:	
Donna was the Emergency Office on Call April 1 -2. Donna worked filing grievances and assisting the grievance team answering phones during the month of April. Donna attended the Executive Board Meeting April 11-12 and the Executive Board touch base on April 19. Donna attended the Membership Meeting on April 17th. Donna assisted the Grievance Staff taking notes in Step II Meetings for Members as well as assisting the Grievance Leaders taking notes in the monthly Labor Meeting. Donna discussed local issues with Inflight Base Leadership and was available to Members via phone, text, and email. Donna wrote an eConnection for the month of April.	

Report From:	DEBM - PHX
Submitted Report:	
<u>April 2023</u> • 4/11-April Executive Board Meeting • 4/12-April Executive Board Meeting • 4/13-Review emails and Member outreach • 4/14-Review emails and phone call • 4/16-compose April E-Connection and review emails • 4/17-Membership Meeting • 4/18-Review emails and phone calls • 4/21-Review emails • 4/21-worked PAUF • 4/24-DEBM Conference Call, review emails and phone call, Member outreach • 4/27-worked PS1W • 4/28-Review emails and Member outreach • Stayed in touch with the Executive Board and the Membership via phone, email, text, and social media <u>May 2023</u> • 5/1-Review emails and phone calls • 5/2-Phone calls, compose May E-Connection, Member outreach • 5/3-Review emails and phone call • 5/4-worked PA8N • 5/7-Review emails • 5/8-worked PAHS • 5/11-Review emails and phone calls • 5/12-Conference Call, review emails, review reports prior to May Executive Board Meeting, compose base report • 5/13-Review emails and phone calls, reviewed reports, minutes, and other pertinent information prior to the May Executive Board Meeting • 5/14-Review emails, phone call, review reports and other pertinent information prior to the May Executive Board Meeting • 5/15-Traveled to DAL, review emails, reports, financials, and other pertinent information prior to the May Executive Board Meeting • Updated glass case • Stayed in touch with the Executive Board and the Membership via phone, email, text, and social media	

Report From:	President
Submitted Report:	
President's Report May 2023 • April 11, Lyn chaired the April 2023 Executive Board Meeting. During the meeting the Negotiating Committee briefed the Executive Board on the current state of negotiations with Southwest Airlines. • April 12, Lyn chaired day two of the April 2023 Executive Board Meeting. • April 13, Lyn attended a preparatory meeting for the Negotiating Team Webinar. Later that day the Negotiating Team held a live webcast on the state of the 2023 current negotiations. Topics discussed included: the top issues on the table, what the union is working to achieve, how member support is helping to shape negotiations, what filing for mediation has brought us and what is next. Lyn would like to thank all the participants and attendees at the meeting. You may watch a replay of the meeting at https://vimeo.com/817769497/79850a093f and you may reach the NT at nt@twu556.org • April 14, Lyn, alongside the Negotiating Team met with The Gentry Agency to discuss the current state of negotiations. Also attending the meeting with the TWU Local 556 Negotiating Committee was The Gentry Agency, and TWU International Vice President Thom McDaniel. Later the same day Lyn attended a preparatory meeting for the upcoming Membership Meeting. In attendance at the meeting was Recording Secretary and meeting organizer Ashley Breuer, 1st Vice President, Michael Massoni, Financial Treasurer Melissa Leyva and 2nd Vice President Corliss King. • April 17, Lyn chaired the first Membership Meeting of 2023. Lyn would like to thank all the participants and attendees for attending the meeting. Later that day Lyn traveled to Houston to attend the next mediation session with Southwest Airlines. Session locations are determined by the federal mediator. • April 18-21 Lyn led the negotiating sessions for TWU Local 556 in mediation with Southwest Airlines. For more information please visit the twu556.org for the Negotiations update. Each evening after the 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. • April 24, Lyn attended a meeting with Financial Treasurer Melissa Leyva and Recording Secretary Ashley Breuer. Later that day Lyn attended a meeting with Grievance Chair and Board Member at Large Gayle Middleton and Discipline Coordinator Marcy Vinyard. • April 25, SWA Senior Manager Inflight Initial Training Darin Sanders announced that Adrian Conder will join SWA Customer Delivery Inflight Initial Learning as our the new Manager on May 1.	

- April 26, Lyn attended the SWA/TWU Meeting of the Minds alongside other TWU Local 556 Officers to discuss problems and solutions from the December operational meltdown. In attendance with President Montgomery was 1st Vice President Michael Massoni, 2nd Vice President Corliss King, Recording Secretary Ashley Breuer, Board Member at Large and Grievance Chair Gayle Ross Middleton. 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 this meeting will be shared with all employees at a future Technology Town Hall meeting. Later that day Lyn attended the Top 5 Catch-up Meeting where the Officers collaborate and discuss current issues.
- April 27, Lyn attended a meeting to prepare for the upcoming Board of Adjustment Training. Later that day the Board of Adjustment Training was held at the Union Office. Assisting in the training was the Grievance Chair Gayle Middleton and Grievance Team Leaders. Lyn would like to thank all participants and attendees for the successful training and the grievance leaders for preparing an effective training.
- May 2-5, Lyn attended and led the negotiating session for TWU Local 556 in mediation with Southwest Airlines. This session was held in Carrollton, Texas. Session locations are selected by the mediator. For more information please visit the twu556.org for the Negotiations update.
- May 8, Lyn attended a meeting with the Top 5 Officers and later that day met with Randall Miller, Senior Manager Inflight Initiatives and Design to discuss future hospitality initiatives. The Company will be enacting a new Inflight Hospitality program that will appoint Supervisors to conduct onboard audits of Flight Attendants for their service and hospitality only. Mr. Miller stated the program will not be punitive, but is intended to provide guidance. Lyn asked that a meeting be arranged with the TWU Local 556 Safety Committee to discuss what will occur if a safety violation is observed by the auditor. A new SWA Manager of Inflight Hospitality overseeing this objective will be announced by Southwest in the coming days.
- May 9, Lyn attended a meeting with Grievance Chair and Board Member at Large Gayle Middleton and Discipline Coordinator Marcy Vinyard. Later that day Lyn attended a meeting to discuss Article 19 and the filing of grievances. Attendees at the discussion included Dan Kusek the Director of Labor Relations for Southwest Airlines, Meggan Jones the Senior Manager of Labor Administration for Southwest Airlines, Gayle Middleton Grievance Chair, Denny Sebesta Negotiating Committee Member and Marcy Vinyard Discipline Coordinator for TWU Local 556.
- May 10, Lyn and the entire Negotiating Committee attended a virtual check in Southwest and TWU Mediation session. The tone was

markedly different than during the session the previous week. Lyn scheduled a meeting with the Executive Board to discuss the changes and challenges.

- May 11, Lyn attended a Shop Steward discussion meeting alongside Gayle Middleton Grievance Chair, Drew Shy Shop Steward Committee Co-Chair and Orlando DEBM, Marcy Vinyard Discipline Coordinator and Melissa Grube Shop Steward Committee Co-Chair and Baltimore DEBM. The team discussed the best way to ensure Members are receiving the best possible representation during Fact Finding and Step 2 Hearings. The team reviewed the motion on record that permits the grievance chairperson to validate the credentials of those who request to have a person other than a shop steward represent them. Lyn will share recommendations and suggested logistics to legal counsel for a full review.
- May 12, Lyn prepared for the upcoming May Executive Board Meeting. Lyn hosted a meeting with the TWU Local 556 Negotiating Committee and the TWU Local 556 Executive Board. During the meeting, Lyn and the Negotiating Committee shared the current state of affairs at the table and made suggestions to increase leverage for the board to consider. That, Friday evening Lyn conversed with SWAPA President Captain Casey Murray. The two shared some negotiations tactics and discussed joint plights at the table. President Montgomery expressed full support of SWAPA and their strike vote and President Montgomery agreed TWU Local 556 is willing to pass out SWAPA strike vote sleeves to 556 Members. In addition, Captain Murray agreed to pass out TWU Local 556 Make It Right swag to SWAPA Members. Lyn arranged for Make It Right SWAG be delivered to SWAPA offices. In addition, Captain Murray offered to share strategies and lessons learned by their Strike Preparedness Committee in case TWU Local 556 plans to conduct a strike vote. The two planned to touch base next week to share negotiation updates over the Company's tone since both SWAPA and TWU Local 556 are at the table.
- Over the Mother's Day weekend, Lyn responded to Members who wrote in with the following

Thank you for writing to the TWU Local 556 Negotiating Committee and TWU Local 556 Executive Board. Firstly, we are glad to see you standing firm to accept nothing less than the right deal. Although, please know that the energy you have directed at the NT is preaching to the choir. Instead, please e-mail Bob Jordan and Andrew Watterson. Let them know you won't accept anything less than what the TWU Local 556 Negotiating Committee proposed. Let's apply the pressure where it should be -with SWA Executive leadership.

We support SWAPA fully in their plight. The historic strike vote showed tangible Unity to the Company. Should push come to shove, I hope we can deliver the same. We have seen that our past efforts have made a difference in this process. Actions such as the 13 pickets we conducted, the media interviews, the Flight Attendant personal video stories series,

the Make It Right Campaign, the Members wearing and displaying Make It Right swag and wearing 556 pins, the support shown on social media platforms via our members and other shows of solidarity have been beneficial. The Local Orlando DEBM was handing out Make It Right lanyards and a SWAPA Strike Support ID sleeve this weekend. Contact your Local DEBM to get one! Wearing them together will show Management we mean business!

Again, this coming week will be very telling and pivotal as we return to the table on Tuesday for a consecutive five-day session with the mediator. If progress stops and if the Company won't deliver the right deal, nothing will be outside the realm of consideration. We are prepared to do whatever it takes. It sounds like you are too. We hope all TWU Local 556 members are willing to show they stand with us! Make it Right SWA!

Lyn offered to directly call those who had further questions. Lyn is happy to see Members wanting to stand strong to achieve the right deal and hopes that all members will direct their energy towards the Company.

- May 16, Lyn was excused from the Executive Board meeting to attend a five day consecutive mediation session.
- 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:	
April 2023 • Ashley led the following Executive Board Touch Base Calls: ◦ April 5, 2023 ◦ April 19, 2023 • Top 5 Meeting - April 26, 2023 • Executive Board Meeting - April 11-12, 2023 • April 3, 2023 - President Lyn Montgomery, Safety Vice-Chairperson Jannah Dalak, and Ashley Breuer met with a TWU Local 556 Member • April 6, 2023 - Ashley met with Tech Services and 1st Vice President Michael Massoni to discuss Membership Meeting Voting Procedures • April 10, 2023 - Contract Grievance Review Committee (GRC) • April 13, 2023 - Ashley and 2nd Vice President Corliss King met with SWAU Management to discuss initial training concerns • April 13, 2023 - Ashley assisted with the Negotiating Team (NT) webinar • April 14, 2023 - Ashley met with the Top 5 to discuss the Membership Meeting agenda • April 17, 2023 - 1st Membership Meeting • April 20, 2023 - Dallas AFL-CIO CLC Delegate Meeting • April 21, 2023 - Communications Meeting with Co-Chairperson Drew Shy • April 25, 2023 - Ashley and Communications Co-Chairperson Drew Shy met with TWU Local 578 President to discuss communications procedures, guidelines, and best practices • April 26, 2023 - Ashley, President Lyn Montgomery, 1st VP Michael Massoni, 2nd VP Corliss King, and Grievance Chairperson Gayle Middleton met with SWA management to discuss Crew Scheduling/NOC/etc., enhancements and changes for future IROPS situations (i.e., Crew care & support, communication, pay, notifications, tech enhancements, etc.) • April 30, 2023 - Salesforce Marketing Cloud Training • In April, Ashley continued to assist 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. • March Executive Board Meeting - Closed-out meeting (Minutes, Board and Committee Reports, etc.) • April Executive Board Meeting - Meeting Preparation (Draft minutes, agenda, scheduling, etc.) • First Membership Meeting of 2024 - Meeting Preparation (Draft minutes, agenda, scheduling, website registration, Zoom setup, voting setup, etc.)	

- Worked as Communications Co-Chairperson

Report From:	Vice President - 1
Submitted Report:	
May 2023 1st Vice President's Report Prepared by Safety Vice Chair Jannah Dalak • Thursday, April 13, Michael attended a Touchpoint Concur meeting organized by Drew Kennedy and John Moore of Tech Services. Also in attendance at the meeting were other TWU Local 556 Officers and Executive Board Members. Michael reviewed and cataloged all ENS messages received. • Friday, April 14, Michael attended a preparatory meeting for the upcoming Membership Meeting. Also in attendance at the meeting was Recording Secretary and meeting organizer Ashley Breuer, President Montgomery, Financial Treasurer Melissa Leyva and 2nd Vice President Corliss King. Michael reviewed and cataloged all ENS messages received. • Saturday, April 15, Michael reviewed and recorded all ENS and NOC messages. • Sunday, April 16, Michael reviewed and recorded all ENS and NOC messages. • Monday, April 17, Michael attended the 1st Membership Meeting of 2023 which was held virtually for all TWU Local 556 Members in good standing. Michael reviewed and cataloged all ENS messages received. • Tuesday, April 18, Michael attended a Touchpoint Meeting with Tech Services Chairperson Drew Kennedy. 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 Health Chair Michele Moore. Michael reviewed and cataloged all ENS messages received.	

- Wednesday, April 19, Michael attended the Executive Board Touch Base Meeting. Michael attended an ASAP ERC Meeting. Michael reviewed and cataloged all ENS messages received. Michael also attended a meeting with legal counsel to discuss a grievance matter.
- Thursday, April 20, Michael reviewed and recorded all ENS and NOC messages.
- Friday, April 21, Michael reviewed and recorded all ENS and NOC messages.
- Saturday, April 22, Michael reviewed and recorded all ENS and NOC messages.
- Sunday, April 23, Michael reviewed and recorded all ENS and NOC messages.
- Monday, April 24, Michael reviewed and recorded all ENS and NOC messages.
- Tuesday, April 25, 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, Manager of Inflight Safety and Regulatory Compliance Chase Magness and Health Chair Michele Moore. Michael reviewed and cataloged all ENS messages received.
- Wednesday, April 26, Michael attended the SWA/TWU Meeting of the Minds alongside other TWU Local 556 Officers to discuss problems and solutions from the December operational meltdown. Michael attended the Top 5 Catch-up Meeting. Michael attended a meeting with Southwest Airlines for the new Fatigue platform testing. Also in attendance was Health Chair Michele Moore. Michael reviewed and cataloged all ENS messages received.
- Thursday, April 27, Michael attended the Union Leadership Earnings Debrief meeting. Michael reviewed and cataloged all ENS messages received.
- Friday, April 28, Michael reviewed and recorded all ENS and NOC messages.
- Saturday, April 29, Michael reviewed and recorded all ENS and NOC messages.

- Sunday, April 30, Michael reviewed and recorded all ENS and NOC messages.
- Monday, May 1, Michael attended the SOAR Fatigue platform testing meeting. Also in attendance was Michele Moore. Michael reviewed and cataloged all ENS messages received.
- Tuesday, May 2, 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, Manager of Inflight Safety and Regulatory Compliance Chase Magness and Health Chair Michele Moore. Michael reviewed and cataloged all ENS messages received.
- Wednesday, May 3, Michael attended the ERC meeting alongside Health Chair Michele Moore. Michael reviewed and cataloged all ENS messages received.
- Thursday, May 4, Michael attended the ERC reset meeting alongside Health Chair Michele Moore and Safety Vice Chair Jannah Dalak. Southwest leaders in attendance were Manager of Safety & Security ASAP Jim Ison, Senior Inflight Safety & Regulatory Program Manager Elise May, Supervisor Inflight Safety Audit Vicki White and Safety & Security ASAP Partner Marti Rademacher. Michael reviewed and cataloged all ENS messages received.
- Friday, May 5, Michael reviewed and recorded all ENS and NOC messages.
- Saturday, May 6, Michael reviewed and recorded all ENS and NOC messages.
- Sunday, May 7, Michael reviewed and recorded all ENS and NOC messages.
- Monday, May 8, Michael reviewed and recorded all ENS and NOC messages.
- Tuesday, May 9, 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, Manager

of Inflight Safety and Regulatory Compliance Chase Magness, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak. Michael reviewed and cataloged all ENS messages received.

- Wednesday, May 10, Michael reviewed and cataloged all ENS messages received.
- Thursday, May 11, Michael reviewed and recorded all ENS and NOC messages.
- Friday, May 12, Michael reviewed and recorded all ENS and NOC messages.
- Saturday, May 13, Michael reviewed and recorded all ENS and NOC messages.
- Sunday, May 14, Michael reviewed and recorded all ENS and NOC messages.
- Monday, May 15, Michael reviewed and recorded all ENS and NOC messages.
- Tuesday, May 16, 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, Manager of Inflight Safety and Regulatory Compliance Chase Magness, Health Chair Michele Moore and Safety Vice Chair Jannah Dalak. Michael reviewed and cataloged all ENS messages received