



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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OCTOBER 2018 COMMITTEE REPORTS

Report From:	CHRC
Report Status:	Submitted
Submitted Report:	
Civil and Human Rights Committee Report Pamila and Co-Chairperson Heather Kelly-Gray worked on the 2018-2019 budget proposal. During Shop Steward Training, 93 Shop Stewards signed up to volunteer with the Civil and Human Rights Committee. Pamila and Heather picked a lead for each Domicile. Pamila set up a meeting with the Dallas Federal Bureau of Investigations scheduled for October 19, to review updated Human Trafficking statistics. CHRC published an email blast for National Hispanic Heritage Month. CHRC would like to thank Egda Avila and Gisela Alvarez for writing an article sharing their experience and hard work with our Members. Pamila would also like to thank Niqueta McDonald and Atlanta Shop Steward Courtney McClure for their assistance with the CHRC table at Shop Steward Training.	

Report From:	CISM
Report Status:	Submitted
Submitted Report:	
CISM Chairperson Eileen Rodriguez attended a Committee Chairperson Meeting on September 6th with FADAP Chairperson's Natalie Salser and Tom Spillers, this meeting was hosted by SWA Manager Outreach Tom Crabtree. On September 6th Eileen represented the CISM Team at the SWA Emergency Response meeting. CISM Team Members held a suicide Prevention days in all 10 lounges on September 17 and 18th. The team provided education resources and spent time talking with members. CISM Chairperson Eileen Rodriguez attended the FADAP National training in BWI September 10th -14th. The CISM Team has continued to assist the flight Attendant crew of 1380 and has supported them through their recovery period and time away from work. The following are the Incidents that were reported to CISM during September. We had a total of 121 incidents called into the CISM hotline and assisted 198 Flight Attendants.	
Aborted Takeoff	1
Aircraft Incident	2
Assault	1
Death on Board	1
Debriefing - Team Member	3
FA Death	1
FA Death of Family Member	7
FA Exposure to Infectious Disease	1
FA Illness	3
FA Injury	4
FA Involved in Incident - Off Duty	3
Incident on RON	2
Lounge Mobilization - ATL	1
Lounge Mobilization - BWI	1
Lounge Mobilization - DAL	1
Lounge Mobilization - DEN	1
Lounge Mobilization - HOU	1
Lounge Mobilization - LAS	1
Lounge Mobilization - MCO	1

Lounge Mobilization - MDW	1
Lounge Mobilization - OAK	1
Lounge Mobilization - PHX	1
Mechanical	4
Medical Emergency	26
Natural Disaster	1
New Class Presetation	2
Passenger Misconduct	5
Personal Issue	29
POC Rotation Review	3
Professional Standard Referral	1
Suicide Attempt or Intervention	5
Suicide of a Family Member	2
Termination	1
Terrorist Threat	1
Training or Practice	1
Turbulence	1
TOTAL	121
FAs Assisted	198

Report From:	Communications
Report Status:	Submitted
Submitted Report:	
Communications Committee Report ● Video planning and production/execution for the Negotiating Committee ● Began the intense process of working on multiple printed publications simultaneously (Unity, and other materials that are being developed for distribution) ● E-Connections edited and distributed ● Worked with various Committees preparing flyers, posters, and additional electronically distributed materials/information. (COPE, NT, Health) ● Worked closely with the president in the construction, editing and final product of several mass emails to the Membership. ● Assisted other Committees and Executive Board Members as needed (FAA Reauthorization highlights, weather disruptions, NT Committee, Mob/Org, etc.) ➤ The TWU LOCAL 556 public Facebook Page continues to be accessible, inexpensive and informative ➤ Daily monitoring of the public Facebook page and Twitter ➤ New articles are written and updated regularly ➤ Twitter being used to send out our messages quickly ➤ Continue to develop media contact relationships across America in print, television, and electronic mediums for use in preparation of Contract Negotiations and other important events. These connections will be useful to publicize the hard work and the ideals that are important to our Local and the Labor Movement. (Pride events, Civil and human rights events, legislative events, TWU International, other locals' pickets) Current and future projects: Continued work on print and video production Printed publication development for the remainder of the year Expand the use of social media Continuing to produce prompt, informative messages to the Members we serve. Continued Committee Communications/DEBMS Communications and materials. NT updates Further expanding our relationships with the media Building a strong communication plan with other union locals (on and off property) including our newest TWU Members that fly for jetBlue and Allegiant ***The Membership “open rates” on emails are excellent, and the views and interaction on the Public TWU LOCAL 556 Facebook Page are outstanding.	

Board Member at Large, Charla Miller, continues to be an asset to the Communication Team. We have been answering texts, emails, and other inquiries from the Membership. ***

Always remember you can send story ideas and photos to communications@twu556.org

Report From:	COPE
Report Status:	Submitted
Submitted Report:	
COPE • FAA ReAuthorization Act of 2018 was passed by a vote of 93-6 October 3, 2018 • 10 hr. mandatory rest for Flight Attendants...cannot be reduced! • Contains Many benefits for TWU members • Meeting with Lyn Montgomery (Chair) about release staff list • Conference Calls- Andrew Rangolan, TWU International about Release Staff and Andrea Wohleber, TWU International about FAA ReAuthorization Act of 2018 • COPE Budget with Lyn Montgomery • We have 6 TWU Local 556 members who are on release staff to work the mid-term elections. I would like to thank Matt Hettich for helping and advising me on the COPE Budget.	

Report From:	Education
Report Status:	Submitted
Submitted Report:	
The Education Chair attended the Shop Steward Training in Dallas on September 11-13th. The Chair participated with the Committee Showcase on the evening of the 11th during registration. The Chair spoke with many Shop Stewards that evening and shared information about the Education Committee. The pens distributed by the Chair, were purchased by the Chair and Union funds were not used. On September 12th, the Education Chair participated in the Education breakout session with Shop Stewards. The room was crowded and there were Members standing and some sitting on the floor. It demonstrated the intense interest in Education from some of the Shop Stewards. The Training consisted on showing the Shop Stewards all the tools they have available to them in speaking with the Membership. Information was shared with how the Facebook Group works. There were several questions presented to the Chair and it was informative to clear up some information circulating in the Membership. The Facebook Group continues to be popular and crossed over 8,000 Members on October 5th. The Admin Group continues to work hard in providing the very best service to the Membership. New Admins Aubrey Kamps, Trish Damstra and Michelle Montez have all worked a shift. The Admin Group continues to work closely behind the scenes in helping each other.	

Report From:	FADAP
Report Status:	Submitted
Submitted Report:	
• The Flight Attendant Drug and Alcohol Program Chairpersons Natalie Salser and Tom Spillers attended a meeting with Critical Incident Stress Management Chairperson Eileen Rodriguez, representatives from Labor and Relations, Attendance and Leave, and Sr. Manager of Employee Outreach Tom Crabtree to discuss confidential ways to work together to help Flight Attendants in need. • The FADAP team attended the 8th Annual FADAP Conference at the Maritime Institute in Baltimore September 10-13. We held a team meeting the night before the conference. • Natalie and Tom attended the FADAP Advisory Board Meeting in Baltimore, September 13. • Natalie Salser, Jodi Nevant, Dana Mullins, Greer Steinke, Valerie Boy, Lori Andrus, Lori Light, Beth Kepple, McArthur Stidom, and Eric Mettner participated in the Suicide and Alcohol Prevention Awareness Base Lounge Mobilizations, September 17-18. • Natalie attended a site visit and “Professionals Day” at Cottonwood Treatment Center in Tucson. • FADAP team member Jade Wilson hosted two telephonic Wings of Sobriety meetings.	

Report From:	Grievance
Report Status:	Submitted
Submitted Report:	
<i>October 2018</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 171 total grievances: 39 terminations 7 group grievances 36 non-term disciplinary 43 Attendance 46 individual contract <i>Total Contract Grievances on file: 53</i> <i>Total Discipline Grievances on file: 118</i> <u>Settled and Withdrawn Report:</u> Sixteen grievances were settled; nine were settled at the Step 2 level. One grievance was accepted at the step two level. Twenty-six grievances were withdrawn without prejudice. Of the forty-three Attendance grievances, twelve were No-Shows, seven Unable to Contact, twelve Failure to Report, six Sick Leave 1, and six No-Show Training. The thirty-six non-term disciplinary grievances consisted of: twenty-six written warnings, one final written warning, two three-day suspensions, three six-day suspensions, and four thirty-day suspensions. <u>Fact-Finding Meetings:</u> Sixty-seven fact-finding meetings were held in the bases, in September 2018. <u>Board of Adjustment:</u> No BOA's are scheduled. <u>Arbitration Update:</u> August 17, 2018: FA's arbitration was held. Transcripts have been received.	

Briefs are due October, 12, 2018.

Arbitrations Slated:

FA: Resigned.

FA: October 16, 2018 Arbitrator Javits.

FA: November 8, 2018 Arbitrator McKee.

Arbitrations Proceeding on Their Own Update:

Flight Attendant released Transport Workers Union Local 556 of representation but has not slated either of her two thirty-day suspension grievances for arbitration.

Flight Attendant released TWU Local 556 and is proceeding on her own regarding her Termination.

Upcoming Grievance Meeting:

The Union and Management will be meeting on October 28, 2018 for our monthly grievance meeting. Two grievances received settlement offers from our last meeting.

Report From:	Health
Report Status:	Submitted
Submitted Report:	
Re:	Health Report for October Board Meeting
<u>ASAP</u> The ERC attended an all day Root Cause Analysis training class in September. The purpose of the class was to help determine root causes in events. The focus was to look at the event, not the employee to try to determine the cause of the issue happening and to work our solutions that could help alleviate the events from happening in the future. The ERC attended an InfoShare meeting in New Orleans; this is a conference where all airlines with ASAP programs get together to learn from each others programs. There was a record number of participants this year. TWU 556 participated in a Panel Discussion with American Airlines and SkyWest Airlines on IEFB's. The ERC has seen an increase in non-safety related events being submitted into ASAP. Some examples of these are: not having the required sled, events that involve TSA security check-point, wrong lobby times and individual Flight Attendants leaving the aircraft at the end of a duty day prior to finishing their required duties that does not cause minimum crew. These event types do not meet the acceptance criteria for ASAP reports so have been excluded from the program. The ERC has also seen an increase in reports not meeting the LOU timeframes. It is imperative that if a Safety event occurs that the company has knowledge of or could gain knowledge of outside of the ASAP program that the report be submitted within the 24-hour timeframe. Additionally, if the Flight Attendant receives communications from a member of the ASAP team and they fail to respond, this could jeopardize their report from being accepted into the program. <u>ENS Follow-ups:</u> TWU Local 556 Health and Safety continue to vet every email that is	

received from the NOC, Dispatch and Scheduling. In September alone we received 200 ENS messages that range from Flight Attendant injuries, mechanical issues/diversions, bird strikes, weather disruptions, etc.

Hearing Protection for Flight Attendants

The TWU 556 Safety Team has received several inquiries from Flight Attendants regarding hearing protection requirements so felt it prudent to communicate on the subject. Per our contract, the Company is required to provide the Flight Attendants with hearing protection even though it is not mandatory that they wear them. Per Flight Attendant OSHA standards, there is no requirement to wear hearing protection. OSHA conducted sound testing across the entire Southwest Airlines fleet and all phases of Flight Attendant operations in order to determine if a hearing conservation program for Flight Attendants was required. The testing showed that across all phases of operation, the entire Southwest Airlines fleet had a noise level “Mean Average” under the threshold requiring such a hearing conservation program. This is why the contractual language was added allowing Flight Attendants to wear hearing protection at their discretion.

Per Provisioning OSHA standards, Provisioning Agents are required to wear hearing protection under OSHA regulations because of working in a constant elevated noise area for a long period of time.

Flight #1380

The NTSB public hearing on Flight #1380 will be held on November 14th in Washington, DC. Michael Massoni and Michele Moore will be in attendance at the hearing. The Flight Attendants will not have to testify or attend the hearing.

The crew recently spoke at the Southwest Airlines Leadership summit and will be attending a Gala in New York City in October at an event that the Captain will be the Keynote Speaker.

Uniform/Allergy Issues

The TWU 556 Safety Team has gathered information for the Executive Board in regard to associated cost and processes for uniform testing. This information is to be presented at a future meeting that will be initiated and facilitated by a member of the Executive Board as previously discussed.

Health and Safety Meeting (HASC)

The following topics were discussed at the HASC Meeting in September:

- Flight Attendant pet allergy concerns in relations to Ground Operations not providing timely information on the amount of animals in the cabin
- - 800 bins and shoulder injuries; several calls have been received speaking on the assist button not working
- The number of events involving Hot Cans has decreased but TWU 556 reiterated that this is because the temperatures are getting cooler and that it is not acceptable for Management to not realize this is still an issue. A solution needs to be ascertained and implemented prior to next summer when the issue will invariably occur again
- Management stated the number of Flight Attendants requesting a uniform accommodation has decreased.
- A correlation between aircraft boarding without Pilots and hot aircraft reporting has been identified. The collected data will be used to impact the issues that have been occurring in this type of event.
- Boarding without Pilots continues to be discussed – Inflight Management does not feel the system is beneficial but only have a small say in the system. An upcoming meeting is scheduled for them to have further discussions with Ground Ops and Flight Ops
- Mechanical issues (rise of events)/Aircraft Utilization – specific to mechanical diversions/turn backs – this will be discussed at length at the October meeting as Corporate Safety was not able to attend the September meeting
- Turbulence injuries decreased in September but TWU 556 Safety and Management are doing deeper dives in the actual injuries that did occur. TWU556 Safety continues to push for mitigation strategies as there are holes in the clean-up procedures when Pilot have the Flight Attendants clean up early

Upcoming Meetings:

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

ASAP: LAS and PHX Safety Fair

ASAP: Recommendation Meeting

ASAP: Quarterly Meeting with ERC Members

ASAP: Quarterly Meeting with FAA CMO

HASC: Monthly Meeting

Meeting with Steve Murtoff – monthly meeting

Uniform Toxicology Testing Meeting - TWU 556 attendees

Emergency Procedures Review

Report From:	MOBORG
Report Status:	Submitted
Submitted Report:	
September 2018 • Assisted TWU International Rep Nick Beddell in facilitating the Mobilization Work shop for Shop Steward Training. • Mobilization and Organizing presentation to the entire Shop Steward Training attendees. • Assisted the Shop Steward Committee in putting together materials for those attending training in Dallas for Shop Steward training. • Assisted the DEBM's with their Breast Cancer Awareness Lounge Mobilization. • Assisting the Veterans Committee with their November Veteran's Day Mobilization. • Assisting the NT with Lounge Mobilization to get our flight attendants to sign the petition. Within 72 hours Chantil Huskey was able to fill 168 slots of the 320 requested by the NT to be filled. Chantil is currently continuing to work with DEBM's, the NT, and Recording Secretary to ensure we have someone in the lounges every day requested by the NT.	

Report From:	New Hire
Report Status:	Submitted
Submitted Report:	
Chairperson Joe Skotnik reports since the last New Hire Committee Report, he has spoken with Class 397 and 398. Joe attended the graduation of Class 397, and Prairie Firkus attended the graduation of Class 398. Joe would like to thank Prairie Firkus and Alison Hare for their help making the New Hire folders. Joe would also like to thank Executive Board Liaison Charla Miller for her continued support of the New Hire Committee.	

Report From:	Professional Standards
Report Status:	Submitted
Submitted Report:	
Professional Standards Activity Report September 2018 PILOT 3 NOT TAKEN 3 CRM 9 TRIP/TRADE 2 WITHDRAWN 3 FAR 1 I.R. FILED 1 INPROGESS 1 TOTAL CASES 26 POSITIVE RESOLUTION 14 UNRESOLVED 1 BASE DAL 5 PHX 4 LAS 2 MCO 3 HOU 4 DEN 1 FLL 1 ATL 1 BWI 1	

Report From:	Scheduling
Report Status:	Submitted
Submitted Report:	
The number of line positions that a Flight Attendant could be awarded for the month of November increased by 291-line positions from 9958 in October to 10,249 in October. This was a huge milestone for our small little airline. It is the first time that we have ever awarded over 10,000 Primary Line Holders. The Scheduling Committee left 264 positions in open time for the month of November in comparison to 14 left in October. The Committee for the month of November wrote an average of 75.98% pure Lines (Lines starting on the same day each week containing Pairings of the same length) maintained 35.55% of the Lines with all weekends off, and the Lines containing 3-on/off or 48-hour breaks did not exceed 18%. Our average lines paid 94.32 TFP average work days were 13.47. The contractual numbers above do not include the two satellite bases of FLL and AUS. The AUS Satellite base had an average of 68.57% pure lines, 31.43% weekend off and 21.43% lines containing 3-on/off or 48-hour breaks. The average lines paid 94.97 tfps. The FLL Satellite base had an average of 56.34% pure lines, 39.44% weekend off and 0% lines containing 3-on/off or 48-hour breaks. The average line paid 90.27 tfps. The Line Writers for the November Primary Lines were: Shelley Taylor, Lisa Trafton, Sheri Tyler, Rebekah Knox, Kay McCurley, Laurie Calvagno and Xander Ricker. The Line Writers for November Secondary Lines were: Shelley Taylor, Rebekah Knox, Doreen Argyropoulos, Ryan Smith, and Xander Ricker. Atlanta based Flight Attendant Vonda Henry observed VR line writing. The budget for 2019 was worked on and submitted during the month of September. There were two budgets submitted. The first budget reflected the current style of line construction; The second budget had additional provisions for line writers from every base. A line item was also added to invest in SWAPA's pairing generator. While being costly, many feel that this would be a beneficial investment.	

Report From:	Shop Steward
Report Status:	Submitted
Submitted Report:	
Sent out September Newsletter • Timesheets • Overview of September Training • Continued Education Base Pictures sent to all DEBMs Sent Final Attendee list including • All Attendees • Sick Calls • No Shows • Last Minute Cancelation Training Video (Spoke to John Long) • Highlight Video • Breaking video into individual training segments Sent Communication pictures and testimonials from Training Created budget for next fiscal year Handled internal Shop Steward issues and collaborated with the DEBMs on resolution Met to develop the Scope of the Committee	

Report From:	Survey
Report Status:	Submitted
Submitted Report:	
VeAnne reports she has compiled a survey to be sent out to the membership pending Executive Board approval.	

Report From:	Uniform
Report Status:	Submitted
Submitted Report:	
We received the results from the fabric testing the company undertook. As we expected, the results were in the company's favor stating there was no correlation between the material and chemicals used and the reactions the flight attendants are having. Lisa proposed to the EB that the union do their own testing of the fabric. Since cost is a concern Lisa proposed that we send in only 1 or 2 fabric swatches (Lisa suggested the grey material and the Ponte from the signature dress). The EB asked for research to be done on reputable laboratories for fabric testing cost. Lisa is working on information from several laboratories in the USA along with the laboratory AA used in their testing. Lisa believes this testing when compared to the company's results will provide much needed answers. It is important for TWU to continue looking for answers to this ever present and growing concern. Communication between the company and the uniform committee has been a little lacking. Return phone calls are increasing in time and are sometimes not returned at all. The uniform committee will be meeting with Mike Sims and the Uniform Core Team in DAL on October 15th to hopefully get much needed answers. Jabari has been looking into the issue with maternity pieces available at each base. He has also run into a problem getting a response from the company. Letters continue to come to the committee regarding physically reactions flight attendants are having. We are encouraging those effected to take the time to go through the current procedures to obtain the alternative uniform instead of purchasing similar pieces on their own. It is critical to our cause that the numbers reflect those effected. Lisa has asked Mike Sims for information on the number of flight attendants who have gone through ACT from 6 months ago to the present. Lisa believes if it shows an upward trend the company might be per swayed to be more aggressive in their approach to the uniform. The resent wear test has been completed. The mechanical stretch will be added to the grey material. Regarding the cotton line, the pieces are more cohesive with the regular line but lack options. Lisa has still not received a definite answer regarding if the cotton dress and cardigan tested will be available.	

Report From:	WISE
Report Status:	Submitted
Submitted Report:	
Women's Issues, Service, and Education (WISE) Committee Report October 2018 On September 23, Jessica volunteered at SafeHouse Denver with Denver Shop Steward Jamie Simpson and Denver Flight Attendants Juli Johnson, Amanda Eyrich, and Heather Siler. Women's Issues, Service, and Education (WISE) Committee Members volunteered by picking up trash on the property, mowing, pulling weeds, and organizing an outdoor shed. Because of confidentiality and safety concerns for the residents of the emergency shelter, this was the first opportunity for WISE Members to volunteer on-site. The Volunteer Coordinator for SafeHouse Denver expressed how much the assistance at the emergency shelter was appreciated and will remain in contact as additional volunteer opportunities arise. On October 8, a publication was posted to both the TWU Local 556 Facebook Page and Website focusing on domestic violence and sexual assault. Resources for Flight Attendants, including contact information for CISM and Clear Skies, as well as national hotlines for victims of domestic violence and sexual assault were included in the publication.	