



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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COMMITTEE REPORTS SEPTEMBER 2018

STANDING COMMITTEE REPORTS

CISM

Committee report submitted by Eileen Rodriguez

CISM Chairperson Eileen Rodriguez and CISM Team Member Lisa Wilkes participated in the DAL Safety Health and Wellness Fair in the DAL lounge. CISM Chairperson Eileen Rodriguez met with FADAP Chairperson Natalie Salser and SWA Manager Tom Crabtree and went over some committee ideas to educate the Flight Attendants through more written communication. Committee Chairpersons Eileen Rodriguez, Natalie Salser and Tom Spillars met with the Shop Steward Chairperson and shot a video for Shop Steward training.

The CISM Team responded to a total of 110 incidents and spoke to 234 Flight Attendants.

Aircraft Incident	1
Assault	1
Calls Related to Death of FA	2
Crew Member Illness	2
Death on Board	1
Debriefing - Team Member	3
Declared Emergency	1
Decompression	2
Diversion	1
Employee Death	1
FA Death of Family Member	7
FA Illness	8
FA Injury	8
FA Involved in Incident - Off Duty	5
Incident on RON	3
Lounge Mobilization - DAL	1
Mechanical	4
Medical Emergency	17
Natural Disaster	3
New Class Presentation	3
NOC Rotation Debrief	3
Passenger Misconduct	9
Personal Issue	15
Professional Standard Referral	2
Suicide	1
Suicide Attempt of a Family Member	1
Suicide of a Family Member	1
Turbulence	2
Unaccompanied Minor or Young Traveler Incident	1
Van Accident (RON)	1
Total	110
FAs Assisted	234

GRIEVANCE COMMITTEE

Committee report submitted by Gayle Ross Middleton

TOTAL NUMBER OF GRIEVANCES:

173 total grievances:

*43 terminations
6 group grievances
41 non-term disciplinary
43 Attendance
40 individual contract*

Total Contract Grievances on file: 46

Total Discipline Grievances on file: 127

Settled and Withdrawn Report:

Twenty-four grievances were settled; twelve settled at the Step 2 level. Thirty-four grievances were withdrawn without prejudice.

Of the forty-three Attendance grievances, nine were No-Shows, five Unable to Contact, thirteen Failure to Report, ten Sick Leave 1, and six No-Show Training.

The forty-one non-term disciplinary grievances consisted of: thirty written warnings, one final written warnings, two three-day suspensions, four six-day suspensions, and four thirty-day suspensions.

Fact-Finding Meetings:

One hundred and twenty-six fact-finding meetings were held in the bases, in August 2018.

Board of Adjustment:

BOA scheduled for:

August 23, 2018: postponed until October.

September 25, 2018: cancelled per FA request.

September 27, 2018: SL1

Group Grievance Update:

A Group Grievance was filed for the pass privilege practice being changed.

A Group Grievance was filed for the August 20th error messages, during Open Time, preventing FA's from trading.

Recently, a Group Grievance was filed for the hot cans.

Arbitration Update:

August 17, 2018: Arbitration was held. Transcripts have been received. Briefs are due October, 12, 2018.

Arbitrations Slated:

October 3, 2018 Arbitrator Vernon.

October 16, 2018 Arbitrator Javits.

Date to be determined. Looking at dates the first week in November 2018.

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 September 26, 2018 for our monthly grievance meeting. Three grievances received settlement offers from our last meeting and several others are pending.

SCHEDULING COMMITTEE

Committee report submitted by Alexander Ricker

The number of line positions that a Flight Attendant could be awarded for the month of October decreased by 8-line positions from 9966 in September to 9958 in October. The Scheduling Committee left 14 positions in open time for the month of October in comparison to 124 left in September.

The Committee for the month of October wrote an average of 86.48% pure Lines (Lines starting on the same day each week containing Pairings of the same length) maintained 37.32% 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 90.13 TFP average work days were 13.64. The contractual numbers above do not include the two satellite bases of FLL and AUS.

The AUS Satellite base had an average of 83.56% pure lines, 46.58% weekend off and 0% lines containing 3-on/off or 48-hour breaks. The average lines paid 88.97 tfps.

The FLL Satellite base had an average of 88.41% pure lines, 44.93% weekend off and 4.35% lines containing 3-on/off or 48-hour breaks. The average line paid 85.84 tfps.

The Line Writers for the October Primary Lines were: Shelley Taylor, Lisa Trafton, Rebekah Knox, Don Shipman, B.R. Williamson, Laurie Calvagno and Xander Ricker.

The Line Writers for September Secondary Lines were: Shelley Taylor, Rebekah Knox, Laurie Calvagno, Lisa Trafton, and Xander Ricker.

SAFETY COMMITTEE

Committee report submitted by Michael Massoni
Report Attached

HEALTH COMMITTEE

Committee report submitted by Michele Moore

ASAP

The ERC will attend all the Base Safety Days for program promotion. Jannah Dalak will be an alternate on the ASAP ERC. Jannah has been attending ERC meetings along with Michele Moore for training purposes.

Michele Moore will be a participant on a Panel Discussion at the upcoming InfoShare in New Orleans; the subject is IEFB's.

The ERC has seen an increase in fact-finding meetings in relation to events that are in ASAP; the majority of these have been delay of flight due to missing IEFB's. The discipline has not been issued as a result of the report being accepted into ASAP. Micheal Massoni and Michele Moore had a discussion with Mike Simms regarding this as it seems as if it is a waste of resources.

The TWU556 Safety Team conducted an ASAP Training at the recent Shop Steward training; the information that was presented seemed to be well received.

There have been 1,237 reports submitted into ASAP year to date and 7,975 for the life of the program.

The ERC will be attending a Root Cause Analysis Training in September.

ENS Follow-ups:

TWU Local 556 Health and Safety continue to vet every email that is received from the NOC, Dispatch and Scheduling. Year to date we have received 1,578 of these events.

Uniform/Allergy Issues

Michael Massoni and Michele Moore will do a briefing of the Toxicology findings and the meetings during Executive Boards in September.

Door Arming/Disarming

The recommendation was finalized and submitted to Management. The timing of the upcoming changes has not been determined as of yet.

Flight #1380

The crew flew to Austin in August to meet Governor Abbott and attended an event in California. They will also be attending a Gala in New York at an event the Captain will be speaking at. Also, they will do a panel presentation at the upcoming Southwest Leadership Summit. The crew attended a media training at Inflight Headquarters so they would be prepared for the events. Michele Moore was in attendance at the media training.

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.

Health and Safety Meeting (HASC)

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

- Hot cans on the aircraft/Provisioning initiatives. The Safety team continues to insist that action needs to be taken to mitigate this as we have had Flight Attendant injuries and it was not an acceptable risk
- A recap of the Uniform Toxicology meeting was discussed
- Hot Aircraft Initiatives and reporting tools – what changes have been implemented as well as Airport Services. We requested an analysis be conducted to see if there is a correlation between boarding without Pilots and hot aircraft
- Uniform accommodations/Toxicology Testing of the Uniforms
- Mechanical issues (rise of events)/Aircraft Utilization – specific to mechanical diversions/turn backs – this will be discussed at length at the September meeting
- Boarding without Pilots continues to be discussed. Inflight Management has just determined (even though we have been telling them repeatedly) that the jetway phone lists are not there or not current. This is paramount for this system to be successful. Ground Ops has been addressed on this issue
- Turbulence injuries increased in August – it appears that most of the injuries occurred during descent. TWU556 Safety continues to push for mitigation strategies
- The Bio Hazard Clean Up kits will start to have a shelf life on some of the items – in the past there was no control on the kits which has resulted in issues when they were needed

Upcoming Meetings:

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

ASAP OAK, LAS and PHX Safety Fair

ASAP Info Share

ASAP: Recommendation Meeting

HASC: Monthly Meeting

Meeting with Steve Murtoff – monthly meeting

ASAP - Risk Mitigation Training

Uniform Toxicology Testing Meeting

Uniform Briefing – Executive Board

EDUCATION COMMITTEE

Committee report submitted by Steven Hobbs

On August 14th, the Education Chair attended the Executive Board Meeting in Dallas and discussed the Education Team with the Executive Board.

On September 11th-September 13, the Chair attended and presented a breakout session at the 2018 Shop Steward Training. The Chair also participated in the Committee Showcase on the 1st evening. The breakout session was attended by more than 40 Shop Stewards, as there were Shop Stewards standing around all the walls and some sitting on the floor. The interest in the Education Committee was overwhelming and the Chair was excited to share his vision with the Shop Stewards. Some great ideas were shared among all the participants.

Official Facebook Group

The Facebook Group added 111 Members in the past 28 days. This growth comes from both the New Hire Class and from Member awareness. The activity on the Group has dropped since August, but this could be contributed to the reduced amount of Irregular Operations that has been witnessed in the system. The “Files” section was updated to include a large collection of educational materials. Members can easily access that information in the Group.

The Facebook Admin continues to show increased teamwork. The Chair constructed and distributed “Admin Binders” with the Admin Team. These binders include useful tools and resources for the Admin to build or enhance from.

There will be 2 new Admins beginning shifts in September. They are Aubrey Kamps from Denver and Trish Damstra from Oakland. Both of them are eager to serve this Membership and have been active in participating with the other Admins.

PROFESSIONAL STANDARDS

Committee report submitted by Kurtis Beggs

Professional Standards Activity Report For August 2018

July 2018

PILOT 1	
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August 2018

F.A.R. 2	I.R. FILED 5
NOT TAKEN 5	CRM 11
PILOT 6	WITHDRAWN 6
SOCIAL MEDIA 1	COMPANY POLICY 1
HOTEL 2	TRIP/TRADE/GIVEAWAY 1
UNRESOLVED 2	POSITIVE RESOLUTION 20

TOTAL CASES 40

BASE BREAKDOWN

ATL 4	BWI 6
DAL 6	DEN 6
HOU 3	LAS 5
MDW 3	MCO 3
OAK 0	PHX 2

UNIFORM COMMITTEE

Committee report submitted by Lisa Happer

The Uniform fabric testing was delayed several weeks. The results were released to Chad, Michele, and Michael at a meeting in DAL during Lisa's leave. Since her return, Lisa has been unsuccessful in reaching Mike Sims for a copy of the results. Hopefully, she will receive a call from Mike after the Labor Day weekend. Lisa received a summary of the results from Michele. Lisa continues to receive emails and phone calls regarding reactions to the uniform pieces. There is much frustration and low morale for those affected. Lisa also continues to receive emails and phone calls regarding the quality of the pieces. Seams are falling and ripping apart, especially in the seat/crotch area. On advice from Lisa, several of them contacted Cintas only to be told it was due to dry cleaning. The care tag does allow for dry cleaning, so employees are confused and frustrated that Cintas will not look into their quality control issues. This week Lisa also hopes to receive a copy of the wear test results that were sent to management from Cintas.

COMMUNICATIONS COMMITTEE

Committee report submitted by Chad Kleibscheidel

The CC continues to work on the planning of electronic and printed materials for upcoming campaigns and Contract Negotiations.

Continuing to update emergency response statements for various natural and other disasters/emergency situations and continuing to work on creating a media toolkit for upcoming NT and other pertinent campaigns.

Highlights include: working with MOB/ORG, Shop Steward Committee, assisting with DEBM E-Connections, all internal emails, Committee updates, Facebook Page updates, developing story ideas for Facebook and Newsletters, aided in mass emails, and working closely with Tech Services almost on a daily basis.

Coordinated and assist BOE with NT election emails, Robo calls.

Assisting with NT emails that come to Communications on a daily basis.

Assisted SS Committee with publication proofing, printing and shipping.

Produced and edited a video production for the SS training. Video production for Shop Steward Training was intense and fully engaged. Much thanks to videographer and post-production specialist John Long(BWI).

Upcoming plans include more electronic and printed materials for NT, MOB/ORG, Safety and Health and other Committees as requested.

Please submit story ideas and continue to engage our Membership!

CIVIL AND HUMAN RIGHTS COMMITTEE (CHRC)

Committee report submitted by Pamila Forte-Oak

Pamila, Heather Kelly-Gray and Angie Kilbourne worked on materials to distribute during Shop Steward training. Pamila invited Unbound, a Non-Profit organization and The RDR group to join the CHRC Team to speak with Members during Shop Steward Training. Unbound advocates for survivors of Human Trafficking, facilitates professional training for organizations, and educates the Community on how to identify and prevent Human Trafficking. The RDR group works to provide training on Diversity and Inclusion. Pamila met with CHRC Co-Chairperson's Heather Kelly-Gray and Latonia Benoit in Dallas. Pamila, Heather and LaTonia worked on a strategic plan for 2018-2019.

Heather Kelly-Gray's Report

Heather attended the Pride at Work Conference in Phoenix, AZ on August 23-25. Heather met with Civil & Human Rights Chairperson, Pamila Forte-Oak, on August 27th to create a Strategic Plan for the CHRC Committee. Heather worked on creating materials and publishing's for the CHRC Table for the 2018 Shop Steward Training. Heather thanks Chairperson, Pamila Forte-Oak, for the hard work put into the success of the CHRC Table for Shop Steward Training. Heather would also like to thank Member, Angie Kilbourne, for creating the graphics needed for the CHRC Table.

SHOP STEWARD COMMITTEE

Committee report submitted by Lucy White-Lehman

Manuals for Shop Steward Training

- Wrote and edited Resource Manual. Resource book contains the following: list of apps for iPad, list of TWU Executive Board Members, list of TWU Local Office Staff, list of resource phone numbers, RBF info regarding delayed flight status, bios for all TWU Committees including contact information, Flight Attendant Work Rules & Expectations, SWA Social Media Policy, Fatigue Policy, SWA Harassment, Sexual Harassment, Discrimination & Retaliation and ASAP Q & A.
- wrote and edited Training Manual. Training Manual includes: Shop Steward Oath of Office, Duties and Expectations of Shop Stewards, Confidentiality, TWU

Organizational Chart, Weingarten rights, Duty of Fair Representation, Life of Grievance Article, Contractual Grievance VS Discipline Grievance, Concept of Just cause, Fact-Finding Meetings, Step 2 Hearings, Fact-Finding Checklists, Step 2 Checklist, Probationary Checklist, Article on Notes, ASAP Article, Timesheet, Article VIII Bylaws for Shop Stewards and Article 19 Grievance Procedures

- Coordinated with Chad Kleibscheidel and Pam Forte-Oak regarding printing of both manuals.

Videos

- Traveled to Dallas on 8/21 to assist with video production with Mary Matthews from TWU International
- organized, assisted with talking points and prepped CISM for video
- organized, assisted with talking points and prepped FADAP Team for video
- Coordinated and collaborated with John Long and arranged for video of Grievance Team

Transportation

- Shopped and compared different Transportation Companies
- secured bus transportation from Crowne to Elegante with Echo Transportation
- Coordinated rental van as secondary transportation for Crowne attendees

TWU International

- Coordinated with Gary Shults at regarding topics of discussion
- Coordinated with Nick Bedell regarding his presentation
- Coordinated with Mike Mays, Gary Peterson and Karen Avants regarding cocktail reception on 9/11

Committee Showcase

- Arranged for Committee Chairs to have space during registration to promote their Committee and have giveaways for Shop Stewards attending
- Created invitations to Committee Chairs

Hotel visit 9/5

- Traveled to Elegante to do walk through and discuss Training set up, Breakout rooms, bag room, lunch menu, dietary restrictions checklist, media needs for all breakout session rooms and Committee Showcase space

Saleforce meeting 8/22

- Meet with Drew Kennedy and Thom Reeder to finalize salesforce access for Shop Stewards
- created salesforce access list for Tech Services

- coordinated mass email with Tech services for salesforce logins

Categories

- Broke list of Shop Stewards down and assigned to their prospective breakout session.
- four categories were created, Fact-Finding, Advanced, Mobilization and Education

Hotels

- Assigned hotels for Shop Steward to Elegante and overflow at the Crowne and maintained hotel list
- Wrote welcome letters for each hotel with specifics regarding training and transportation

Pulls

- Create and maintained trip pull list for John Parrot

Agenda

- Created Players Agenda
- Created Shop Steward Agenda

Signs

- made and printed signs for all the breakout sessions, registration, bag room, committee showcase signs for each committee table

Grievance Meeting on 8/20

- Meet with Lyn Montgomery, Becky Parker, Brandon Hillhouse, Barbara Fitzhugh, Ann Claire Crawford to discuss all grievance presentations

Slides

- Arranged for all slides to be created by Robin Thomas
- Reviewed all content for slides

Presenters

- discussed topics to be communicated in training by each presenter
- reviewed outlines for each presenters
- assisted in developing lesson plans

Arbitrations

- Reviewed Arbitration cases with Gayle, Becky and Marcy that should be highlighted during training for Fact-Finding Breakout sessions
- Read and reviewed 10 Arbitrations cases for possible

Confidentiality Agreements

- Emailed via Docusign to all Shop Stewards
- Paper Confidentiality Agreements signed during registration for attendees who did not complete online.

Media Setup 9/11

- Meeting with Elegante to test all Media equipment and sound

Acceptance/training emails

- Emailed Training RSVP on 8/15
- Emailed Travel instructions
- Emailed Hotel information for Elegante
- Emailed Hotel information for Crowne
- Emailed Training Reminder

Supplies

- Coordinated with John Parrot to order Shop Steward bags, Steward Union Pins, pens and shirts
- Purchased folders, designed and printed Shop Steward Stickers for folders

MOBILIZATION/ORGANIZING COMMITTEE

Committee report submitted by Chantil Huskey

- August 1, 2018 Chantil Huskey began the 2hot2cold campaign in the BWI lounge.
- August 2, 2018 Chantil met with Mitch Williamson in LAS to continue Lounge Mobilization on the 2hot2cold campaign.
- August 3, 2018 Chantil met with Darlene Saine in HOU to continue Lounge Mobilization on the 2hot2cold campaign.
- August 17 – 20, 2018 Chantil began organizing members to sit in the lounges nationwide to push the NT survey the end of August. Chantil was able to get 1-2 volunteers to sit in the lounges per base. They were sent talking points and flyers to be printed out. Chantil then informed President Montgomery of the dates and times people would be available. Chantil then left BMAL Kay Hogan with the calendar to put on the google calendar and as the point person while out of the country.

- August 28, 2018 Chantil was in the BWI lounge with Rick Desmond and volunteer Carolyn Jainryan to mobilize members on the NT survey and the signing of the NT petition.

SPECIAL COMMITTEE REPORTS

NEW HIRE COMMITTEE

Committee report submitted by Joe Skotnik

Joe reports since the last New Hire Committee Report, he has spoken with Class 396. Prairie Firkus and Lashaye Hutchinson attended the graduation of Class 395. Joe would like to thank Prairie Firkus and Alison Hare for their continued help making the New Hire folders. Joe reports there are 3 classes left in 2018.

SURVEY COMMITTEE

Committee report submitted by VeAnne Reeder

VeAnne reports she met with her Board Liaison Donna Keith and discussed the timing of the survey.

VETERANS COMMITTEE

Committee report submitted by Chris Sullivan

The Veterans Committee Co-Chairman, Denver Flight Attendant Chris Sullivan, reports that on September 11, 2018 Veterans Committee Co-Chairman Wayne Tipton held a bake sale in the Dallas Inflight lounge to raise funds for Our Military Embrace. Monies raised will benefit the Free Post Exchange (PX) in Waco, Texas on November 30. Wayne reports that \$585.00 was raised.

Chris and Wayne held a taco fundraiser in the Denver Inflight lounge on August 28. All proceeds will be donated to Healing Warriors in Fort Collins, Colorado. Chris reports that \$333.00 was raised. A special thank you goes to Denver Flight Attendant Victoria Partridge for volunteering that day.

The TWU 556 Veterans Community Facebook page continues to gain Members and register Veterans. The Committee has distributed Veterans pins and patches to those Members who have registered.

WOMEN'S ISSUES, SERVICE, AND EDUCATION COMMITTEE (WISE)

Committee report submitted by Jessica Parker

The week of August 20, Women's Issues, Service, and Education (WISE) Committee Members conducted Lounge Educational Visits across the system highlighting Breastfeeding Awareness Month. Educational material provided in the lounges covered the benefits of breastfeeding for baby, mom, and the environment, and also covered how to be respectful and assist passengers and co-workers who are breastfeeding or pumping. Jessica would like to thank Angie Kilbourne for designing the beautiful educational material provided in the lounges. Jessica would also like to thank Sandi Voyik who arranged for Mommies Munchies to provide samples of lactation cookies to all Domiciles that participated in the lounge visit. Thanks to all who helped to make the lounge visits a success including Sarah Smith, Jennifer Shaddock-Lewis, Amanda Gauger, Courtney Uche, Susan Davenport, Sandi Voyik, Liz Howayeck, Melissa Grube, Tina Coffee, Angie Kilbourne, and Rachel Brownfield. The WISE Committee had a table set up at Shop Steward Training and provided information about the Committee including our Mission Statement. In addition, there was a tribute to Gwen York, former Chairperson of the TWU International Working Women's Committee. Jessica would like to thank Jamie Simpson and Sandi Voyik for working the Committee table before she arrived.

FLIGHT ATTENDANT DRUG AND ALCOHOL PROGRAM (FADAP)

Committee report submitted by Natalie Salser

Natalie participated in the Dallas Inflight Safety Fair August 1. Tom attended Lunch with Summit Recovery August 7. Natalie attended a lunch meeting with CISM Chairperson Eileen Rodriguez and the Sr. Manager of Outreach & Supportive Care Programs Tom Crabtree August 17. Tom, Natalie, and Eileen Rodriguez spoke to the New Hire Class August 20. Tom Spillers and Natalie recorded a video on the Fadap Procedures for the Shop Steward Training Aug 21. Natalie attended a Dinner with Awakenings treatment in Dallas August 26.

To the best of my knowledge, this is an accurate account of these proceedings.



KeyAnder Early
TWU Local 556 Recording Secretary

