



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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NOVEMBER 2018 COMMITTEE REPORTS

Report From:	CISM
Submitted Report:	
The CISM Team responded to a total of 118 incidents and spoke to 255 Flight Attendants. CISM Chairperson Eileen Rodriguez presented CISM to New Hire Flight Attendant class 399 . The CISM Team Team Base Coordinators attended a 2 day meeting in DAL held by Chairperson Eileen Rodriguez. CISM Chairperson Eileen Rodriguez attended two meetings with Southwest Leadership, TWU 556 Safety Chair Michael Massoni, Co Chair Jannah Dalak and Health Chairperson Michele Moore.	
Aircraft Incident Assault Birdstrike Crew Member Illness Death on Board Debriefing - Team Member Diversion FADAP Team Referral FA Death FA Death of Family Member FA Illness FA Injury Fire on Aircraft Incident on RON International Incident Lightning Strike Lounge Mobilization - LAS Mechanical Medical Emergency New Class Presentation NOC Rotation Review Passenger Misconduct Personal Issue Safety Fair - LAS Sexual Harassment or Assault Smoke or Fumes in Aircraft	3 4 1 4 4 3 3 2 2 1 3 7 1 1 1 1 1 4 16 2 3 7 34 1 1 1

Suicide Attempt/Intervention	2
Turbulence	3
Van Accident (RON)	1
Other*	1
 Total	 118
 FAs Assisted	 255
 *Crew Member Misconduct	

Report From:	Communications
Submitted Report:	
Communications Committee Report — November 2018 We are pleased to announce Board Member At Large Charla Miller has been added as an additional Chairperson to the Communications Committee. Since the last Board meeting, we have completed and distributed a Special Edition Unity and are currently in the process of preparing an additional Unity to publish at year's end. Additionally, • Communications Strategic Planning • 2018-2019 budget proposal • Worked on various projects and publications involving multiple committees and bases, worked with the Negotiations Task Force, and NT; both in specific distribution groups (ie. E-Connections, Shop Steward Committee, LODO, and Satellite Bases), and in system-wide communications • Management of TWU Local 556 social media • Membership communications via email, Facebook, Twitter, posters, and preparation for uploading onto the website and app • Planning updates to the Website to forward to Technical Services • Answered Membership emails, if not applicable to COM they were forwarded to the appropriate Committee. • Continued planning for a first-quarter Intra-TWU Union communications, meeting with jetBlue and Allegiant Airlines. Always feel free to submit story ideas and photos to communications@twu556.org.	

Report From:	Education
Submitted Report:	
STEVEN HOBBS REPORT With the appointment of Amanda Gauger as Education Chair, the management of the Official TWU556 Facebook Group was moved from Steven Hobbs. Steven provided a transition plan to Amanda. Steven met with a number of Flight Attendants, as he flew around the system. It was thoroughly enjoyed speaking with the Members and answering their questions. The sharing of the Contract 101's and information provided about the TWU 556 APP were well received. There is wide support for the Union among the Membership and excitement of the beginning of Negotiations. Steven distributed the Unity Update from the Negotiations Team in the MCO Lounge on the evening of November 7th. Steven met in Dallas on November 8th with BMAL Chantil Huskey and discussed the Education Strategic Plan, Budget and NT information. Steven also spoke with John Long about Audio/Visual projects that could be done. On November 9th, Steven met with Dedra Bass and Ashley Breuer to discuss the Strategic Plan for the Education Committee. Steven is looking forward to working with Dedra and Ashley on Education programs. On November 11th Education Chairperson Steven Hobbs conducted a Lounge Mobilization in the MCO Lounge, participating with the Veterans Committee USO Food Drive. Steven had set up a donation box on November 1st in the MCO Crew Lounge. Steven would like to express is appreciation for the MCO Base for their cooperation. AMANDA GAUGER REPORT Education Committee Chairperson Amanda Gauger reports that since she was appointed, she has begun to complete the list of tasks from the Executive Board that was outlined by President and Education Committee liaison, Lyn Montgomery. Amanda has completed the transition to incorporate the Moderators' Schedule to the "When I Work" Application. She is approving Members and ensuring their information is updated in Sales Force, and is removing Members from the Group who are no longer employed. Amanda is auditing every post on the Official TWU 556 Facebook Group to ensure the incorrect answers are removed. She is documenting each incorrect answer, as well as posts where the actual question wasn't answered, posts where comments were left open, posts that should not have been approved to the group, etc. She has completed all of October's posts and is currently working back through to August 1. She would like the Membership to know that having	

correct and complete answers is her top priority.

Amanda sent an email update regarding the TWU 556 Official Facebook Group to the Executive Board on Oct 31st.

Amanda has also begun to speak with each Moderator regarding the All Call that will be sent to the Membership, answering any questions or concerns.

Amanda and Education Chairperson Steven Hobbs have plans to discuss the Education Committee on Friday, November 16th.

Amanda is committed to keeping the Executive Board updated through the transition process of rebuilding the TWU 556 Official Facebook Group and Moderator Team.

Amanda would like to thank the Executive Board for the opportunity to serve the Membership

Report From:	FADAP
Submitted Report:	
• Chairpersons Tom Spillers and Natalie Salser submitted the 2018-2019 Flight Attendant Drug and Alcohol Program (FADAP) Committee Budget on October 8. • The FADAP Base Coordinators met at Lake View Health in Jacksonville, Florida for a meeting and site visit October 8-10. • Natalie Salser met with Carrollton Springs Detox in Dallas on October 11. • The Chairpersons for the Flight Attendant Drug and Alcohol Program (FADAP), Critical Incident Stress Management (CISM), and Professional Standards Committees met with Senior Manager of Employee Outreach & Administration Tom Crabtree in Dallas on October 12. • Jodi Nevant attended the Las Vegas Safety Fair on October 18. • Jade Wilson and Carolyn Bruce hosted the FADAP Telephonic Recovery Meetings on October 7 and 10.	

Report From:	Grievance
Submitted Report:	
<i>November 2018</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> <i>176 total grievances:</i> <i>38 terminations</i> <i>8 group grievances</i> <i>40 non-term disciplinary</i> <i>47 Attendance</i> <i>43 individual contract</i> <i>Total Contract Grievances on file: 53</i> <i>Total Discipline Grievances on file: 123</i> <u>Settled and Withdrawn Report:</u> In October, thirty-four grievances were settled; nineteen were settled at the Step 2 level. One grievance was accepted. Forty-two grievances were withdrawn without prejudice. Of the forty-seven Attendance grievances, eleven were No-Shows, seven Unable to Contact, eleven Failure to Report, eleven Sick Leave 1, one May be Late, one Free May be Late, and five No-Show Training. The forty non-term disciplinary grievances consisted of: twenty-nine written warnings, two final written warning, one three-day suspension, three six-day suspensions, four thirty-day suspensions, and one fifteen-day suspension. <u>Fact-Finding Meetings:</u> Eighty-one fact-finding meetings were held in the bases, in October 2018. <u>Board of Adjustment:</u> Case settled with the removal of FA No-Show Training. Case scheduled for December 14, 2018 (Written Warning). <u>Arbitration Update:</u> August 17, 2018: Arbitration was held. Briefs have been submitted. Awaiting decision. October 12, 2018: Was scheduled for arbitration on 10.24.18.	

Settled for full retirement (even though 2 years shy of eligibility.) FA determined he would not be able to come back to work due to his disability.

October 18, 2018: Grievance was awarded by the Company (not settled).

Arbitrations Scheduled:

November 8, 2018: FA - Arbitrator William McKee

December 11-12, 2018: FA – Arbitrator William McKee – Scheduled for 2 days due to arbitrator scheduling times and the additional Timeframes argument

December 20, 2018: FA - Arbitrator Sarah Adler

Arbitrations Slated:

Deadline 12.31.18 FA – Arbitrator Vernon – As of today, we have an extension request from the Company through February 28, 2019. Unable to confirm dates during original 90 days due to lack of dates provided by the arbitrator.

Deadline 12.31.18 FA – Arbitrator Javits – As of today we have an agreement to extend the deadline through January 31, 2019. Received additional days in January from Arbitrator Javits.

Arbitrations Proceeding on Their Own:

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 - Arbitrator Franceiwicz.

Upcoming Grievance Meeting:

The Union and Management will be meeting on November 28, 2018 for our monthly grievance meeting. We have five pending settlement offers from the October meeting.

Report From:	Health
Submitted Report:	
Health Report for November Board Meeting	
<u>ASAP</u>	
The ASAP ERC has received 1,570 reports Year-to-Date in 2018. We have accepted 1,369 reports into the program and excluded 29 reports Year-to-Date. The exclusions range from not meeting the acceptance criteria, the report being a non-safety related event or the Flight Attendant not filing their report within the Letter of Understanding (LOU) guidelines.	
The ASAP ERC had a Quarterly meeting with the FAA CMO as well as all members (Primary and Alternates). We received praise from the FAA CMO on the growth of our program as well as the program promotions that have occurred. We also attended Safety Days in OAK, LAS and PHX. Please see the Safety Report for a graphical breakdown of the information reviewed at the Quarterly meetings.	
The ERC continues to see 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. 10/11/18 – 11/11/18 267 emails were reviewed. Year-to Date 2,027 emails were reviewed.	

Flight #1380

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

Uniform/Allergy Issues

The TWU 556 Safety Team has submitted information for the Executive Board in regard to associated cost and processes for uniform testing. Management has set up a meeting in which any Flight Attendant that wishes to view the actual testing results and “eye chart” can attend along with a Union Representative. The Safety Team is referring the Flight Attendants to their DEBM to accompany them so members of the Executive Board will have the opportunity to view the results and ask questions to the toxicologist to help in their determination of how to move forward.

Health and Safety Meeting (HASC)

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

- Injury Data
- Southwest Airlines No Fly list – what is the status
- Portable dialysis machines – several instances of them being on the aircraft
- Uniform:
 - Meeting for FA’s to view results
 - Accommodation requests
 - Accommodation pieces
- Biohazard kits on the airplanes will be changed out every 3 years
- Phone lists in the jetways
- New Safety Spotlight
- Incapacitated Flight Attendants landing on the jumpseat
- Cabin Fumes
- Safety/Health overview for future meetings.

Upcoming Meetings:

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

ASAP: Recommendation Meeting

ASAP: Safety Fair - PHX

Meeting with Steve Murtoff – monthly meeting

Emergency Procedures Review
NTSB Public Hearing

Report From:	MOBORG
Submitted Report:	
• October 17 -18, 2018 Co-Chairperson Chantil Huskey met with the (NT) Negotiations Team and with newly selected(NTF) Negotiations Task Force members Travis Bruce and Susan Johnson. • During this meeting we confirmed the name for the Ad-Hoc Negotiations Task Force, NTF Leaders, and NTF Agents. • We began design for the NTF logo and secured a date for an NTF training would be held in November. • October 22 - 26, 2018 Travis Bruce, Susan Johnson, and I began designing the new look of the NTF program. We also began making lists of names of potential NTF Leaders to give to the NT from the DEBM and list of (SS) Shop Stewards. We also attended the American Airlines picket line to support our American Airlines Mechanic brothers and sisters. • October 29 - November 2, 2018 the NTF began constructing materials for the NTF Leader Training to be held in Dallas November 7th. We were tasking with making calls to those that would be attending, setting up trip pulls, and hotel arrangements. We were able to set up a URL and QR code for the NTF training, power points, prepare speeches, and construct a budget for 2019. We also met with Elegante's Sales and Catering Manager to ensure we had the proper AV equipment, blocked enough rooms for guests, and conference room was adequate. • November 5 - 8 the NTF met the 5th to put together all NTF Handbooks. Met with Tech Services to ensure the NTF would have access to Salesforce for future NTF projects concerning emailing information. Met with John Long for video set up. Manually put together 70 handbooks for NTF Training attendees. Held NTF Training November 7th at the Elegante. • Assisted the Veteran Committee in USO drives in all 10 base lounges. Robert Shepard assisted in the graphics to be used on the USO donation boxes as well as the post cards to be handed out in the lounges. The DEBM's were of assistance in ensuring the USO donation boxes were placed in the lounges by November 3, 2018. We were also able to secure mostly Veteran Volunteers for the USO drive Lounge Mobilizations. • The 2HOT2COLD campaign is still underway and we have given our last box of 500 thermometers to mobilizers throughout the system. We will continue to push this campaign with (AFA) Association of Flight Attendants. • We were able to close out the Negotiation Survey Lounge Mobilizations with a strong number of signatures. Ensured that all timesheets were done and UB bars were placed for those that attended NT Lounge Mobs. We were able to secure over 170 Shop Stewards to assist in the effort for the month of October.	

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Report From:	New Hire
Submitted Report:	
Chairperson Joe Skotnik reports that since the last New Hire Committee Report, he has spoken with Class 399, and Prairie Firkus attended their graduation. Joe would like to thank KeyAnder Early and Damion West for speaking to Class 400, while he was in negotiations. Joe would also like to thank Executive Board Liaison Charla Miller for her continued support of the New Hire Committee.	

Report From:	Professional Standards
Submitted Report:	
PROFESSIONAL STANDARDS OCTOBER 2018 ACTIVITY REPORT CRM 8 PILOT 6 I.R. FILED 6 WITHDRAWN 2 COMPANY PROCEDURE 6 UNPROFESSIONALISM 4 TOTAL 32 POSITIVE RESOLUTION 22 UNRESOLVED 10	

Report From:	Safety																																												
Submitted Report:																																													
Safety Team Report Michael Massoni – Operational Safety Chair <i>...The mission of the Unions Safety Team is to provide Union Leadership in all issues of health & safety; Technical Counsel to the TWU Executive Board; Representation to our Membership; Stewardship within our Company, Industry, its regulatory bodies and most importantly, facilitate Effective Communications between all...</i> To: TWU Local 556 Executive Board CC: Thom McDaniel Date: November 11, 2018 Re: November 2018 EB Safety Team Report Currently the Safety Team has the following open and/or resolved action items: Aviation Safety Action Program (ASAP) – Reports Under ERC Review - 80 <table border="1"> <thead> <tr> <th>ID</th> <th>Event Date</th> <th>Status</th> <th>Summary</th> </tr> </thead> <tbody> <tr> <td>6747</td> <td>10/5/2018</td> <td>Sent to ERC for review</td> <td>AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - I committed a safety violation after losing the fwd entry door right before pushback from the gate.</td> </tr> <tr> <td>6751</td> <td>10/5/2018</td> <td>Sent to ERC for review</td> <td>FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Loss passport</td> </tr> <tr> <td>6767</td> <td>10/8/2018</td> <td>Sent to ERC for review</td> <td>CABIN EQUIPMENT/LIFE VEST - Forgot to report only 9 spare life vests instead of required 10</td> </tr> <tr> <td>6794</td> <td>10/14/2018</td> <td>Sent to ERC for review</td> <td>IEFB/LOW BATTERY - Ipad was not at 90% for check in time</td> </tr> <tr> <td>6802</td> <td>10/14/2018</td> <td>Sent to ERC for review</td> <td>IEFB/NON-FUNCTIONING - EFB disables</td> </tr> <tr> <td>6805</td> <td>10/13/2018</td> <td>Sent to ERC for review</td> <td>OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Failure to comply, FAA Chapter 33 violation</td> </tr> <tr> <td>6814</td> <td>10/15/2018</td> <td>Sent to ERC for review</td> <td>JUMPSEAT/DID NOT OCCUPY ASSIGNED JUMPSEAT - I landed on aft jumpseat</td> </tr> <tr> <td>6816</td> <td>10/15/2018</td> <td>Sent to ERC for review</td> <td>IEFB/MISSING IEFB - Left iPad at hotel in Little Rock</td> </tr> <tr> <td>6820</td> <td>10/14/2018</td> <td>Sent to ERC for review</td> <td>GROUND OPS COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Ops closed FWD entry door before C flight attendant confirmed she briefed exit rows nor in place to arm her doors</td> </tr> <tr> <td>6844</td> <td>10/21/2018</td> <td>Sent to ERC for review</td> <td>MINIMUM</td> </tr> </tbody> </table>		ID	Event Date	Status	Summary	6747	10/5/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - I committed a safety violation after losing the fwd entry door right before pushback from the gate.	6751	10/5/2018	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Loss passport	6767	10/8/2018	Sent to ERC for review	CABIN EQUIPMENT/LIFE VEST - Forgot to report only 9 spare life vests instead of required 10	6794	10/14/2018	Sent to ERC for review	IEFB/LOW BATTERY - Ipad was not at 90% for check in time	6802	10/14/2018	Sent to ERC for review	IEFB/NON-FUNCTIONING - EFB disables	6805	10/13/2018	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Failure to comply, FAA Chapter 33 violation	6814	10/15/2018	Sent to ERC for review	JUMPSEAT/DID NOT OCCUPY ASSIGNED JUMPSEAT - I landed on aft jumpseat	6816	10/15/2018	Sent to ERC for review	IEFB/MISSING IEFB - Left iPad at hotel in Little Rock	6820	10/14/2018	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Ops closed FWD entry door before C flight attendant confirmed she briefed exit rows nor in place to arm her doors	6844	10/21/2018	Sent to ERC for review	MINIMUM
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CREW/BOARDING - I was in the jetway near the forward entry door calling scheduling to request a jetway trade. Boarding had been halted.

6875 10/22/2018 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Passenger up during climb while seatbelt sign was on.

6884 10/25/2018 Sent to ERC for review BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Unable to complete pre-flight duties due to Ground Operations' noncompliance

6887 10/28/2018 Sent to ERC for review CABIN EQUIPMENT/EMERGENCY EQUIPMENT - AED dark and beeping

6891 10/16/2018 Sent to ERC for review JUMPSEAT/EXTRA CABIN JUMPSEAT RIDER - Alcohol served to employee who listed for 4th jumpseat but took a cabin seat

6893 10/29/2018 Sent to ERC for review IEFB/LOW BATTERY - IEFB severe battery drain after installing the iOS 12 update 14 hours prior to the flight. Charge went from 100 to 18%.

6894 10/29/2018 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - Failure to abide FAR's during taxi and take off

6895 10/28/2018 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - FAA Certificate in International Destination

6899 10/29/2018 Sent to ERC for review AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - Girt Bar Not Completely in the Brackets

6900 10/29/2018 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Customer with disability

6901 10/30/2018 Sent to ERC for review IEFB/MISSING IEFB - Lost efb(work tablet/manual)

6902 10/27/2018 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Failure to comply with crew member safety instruction

6903 10/30/2018 Sent to ERC for review IEFB/MISSING IEFB - left ipad in SFO

6904 10/29/2018 Sent to ERC for review IEFB/MISSING IEFB - Crew EFB left on Aircraft

6905 10/30/2018 Sent to ERC for review AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - The fwd galley trashcan was partially pulled out and caught the girt bar as provo opened door during ground time

6906 10/29/2018 Sent to ERC for review IEFB/MISSING IEFB - C flight attendant left her EFMB on aircraft on Sunday morning.

6907 10/31/2018 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - non-rev flight attendant served snacks while seatbelt sign was on

6908 10/28/2018 Sent to ERC for review CABIN PET\SERVICE ANIMAL - During Pre-boarding passenger boarded with large pet and sat in aisle seat.

6909 11/1/2018 Sent to ERC for review IEFB/LOW BATTERY - IPAD not charged

6910 11/1/2018 Sent to ERC for review CRM/AGENTS - The customer service supervisor rushed flight attendants to board and interfered with flight attendant safety duties.

6911 10/29/2018 Sent to ERC for review GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Pax boarded 3 carryon items. Adv pax of carryon rules and adv to consolidate. Pax stated ops adv rules but ok because light flight.

6912 11/1/2018 Sent to ERC for review IEFB/MISSING IEFB - I realized I couldn't find EFB and made a run for the flight it was on c2

6913 11/1/2018 Sent to ERC for review GROUND OPS COMMUNICATION\PROCEDURES/AGENT CLOSE DOOR BEFORE CABIN SECURED - Cabin was not secure when Ops closed the door & pulled the jet bridge away

6914 10/31/2018 Sent to ERC for review IEFB/MISSING IEFB - I left my IEFB onboard.

6915 11/2/2018 Sent to ERC for review MAINTENANCE/GIRT BAR J HOOKS - Girt bar fell out of holding bracket

6916 11/1/2018 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Pax would not comply with laptop policy

6917 10/27/2018 Sent to ERC for review CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - Placement of car seats window and aisle

6918 10/31/2018 Sent to ERC for review SPECIAL PAX/DISABLED - Adult autistic child was becoming a hazard to himself and his family

6919 11/2/2018 Sent to ERC for review CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - Did not notice car seat behind the exit row

6920 11/1/2018 Sent to ERC for review ALCOHOL/CONSUMED OWN ALCOHOL - Passenger Consumed Personal Alcohol after being told against the law.

6921 11/2/2018 Sent to ERC for review AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Disarm door before told jet bridge was up

6922 11/2/2018 Sent to ERC for review AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Failed to disarm door

6924 11/3/2018 Sent to ERC for review AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - arm my door before Jetbridge moved back, but I caught myself and disarm it right

6925 11/3/2018 Sent to ERC for review TURBULENCE/OTHER - Unable to safely complete service

6926 11/2/2018 Sent to ERC for review AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Partial slide deploy

6927 11/3/2018 Sent to ERC for review IEFB/OTHER - Noncompliance of not having all required items for duty. My credit card Sled is lost or stolen

6928 11/2/2018 Sent to ERC for review IEFB/MISSING IEFB - lost iPad

that delayed a flight

6929 11/3/2018 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Pax up during moderate turbulence and not following crew instructions about standing in front of cockpit.

6930 11/3/2018 Sent to ERC for review IEFB/MISSING IEFB - Lost IEFB

6931 11/2/2018 Sent to ERC for review MINIMUM CREW/THROUGH FLIGHT - Only one FA left on plane when Captain and Ops let through passengers onboard

6932 11/4/2018 Sent to ERC for review BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Unable to complete pre-flight duties due to Ground Operations' noncompliance

6933 11/3/2018 Sent to ERC for review CABIN READINESS/PAX COUNT INCORRECT - PAX count was off, Door was closing when passenger realized we weren't going to her destination.

6934 11/1/2018 Sent to ERC for review AIRCRAFT DOOR\SLIDE/DOOR PROCEDURES\OTHER DEPARTMENT - OPS agent refusing to open main cabin door after arrival

6935 11/4/2018 Sent to ERC for review MINIMUM CREW/DEPLANING - Only 1 FA on plane with lift customer waiting for wheel chair

6936 11/4/2018 Sent to ERC for review TURBULENCE/OTHER - Pax will not comply with service item collection on final descent.

6937 10/26/2018 Sent to ERC for review TURBULENCE/OTHER - Conducted service in unsafe conditions

6938 10/28/2018 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/CABIN WALK THROUGH NOT COMPLETED - I failed to complete my pre-landing walk-through due to the short flight and cabin service duties.

6939 10/29/2018 Sent to ERC for review TURBULENCE/OTHER - Due to the extremely short duration of the flight, service was begun while the aircraft was at an unsafe angle.

6940 11/4/2018 Sent to ERC for review IEFB/MISSING IEFB - EFB mistakenly removed from AC

6941 11/3/2018 Sent to ERC for review CABIN EQUIPMENT/COMMUNICATION SYSTEM - Boarded a dead airplane

6943 11/5/2018 Sent to ERC for review IEFB/OTHER - Realized sled was missing

6944 11/3/2018 Sent to ERC for review SECURITY/PAX MISCONDUCT (THREAT LEVEL) - Near altercation over open seating policy

6945 11/5/2018 Sent to ERC for review OWWE/PAX BRIEFED AFTER TAKEOFF - Exit row briefing

6946 11/5/2018 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - I failed to tell the outbound flight attendants that a LEO was onboard as a thru passenger to DCA.

6947 11/5/2018 Sent to ERC for review GROUND OPS

COMMUNICATION\PROCEDURES/OTHER - Agent running jet bridge
bumps plane

6948 11/4/2018 Sent to ERC for review CABIN
EMERGENCY/DECOMPRESSION - cabin decompression

6949 11/5/2018 Sent to ERC for review ILLNESS\INJURY
EVENTS/PASSENGER - Projectile Red Vomit all over Aft Galley

6950 10/30/2018 Sent to ERC for review SECURITY/SECURITY
CHECKS - THERE WAS A DISCREPANCY ON FLT ##### REGARDING
THE SECURITY CHECK FORM.

6951 11/4/2018 Sent to ERC for review IEFB/MISSING IEFB - Change
aircraft and forgot my iPad on the plane. I found out I didn't have it after we
close the door.

6952 11/5/2018 Sent to ERC for review BOARDING/AGENT
INITIATED BOARDING WITHOUT CREW COORDINATION - Unable to
complete pre-flight duties due to Ground Operations' noncompliance

6953 11/1/2018 Sent to ERC for review BOARDING/AGENT
INITIATED BOARDING WITHOUT CREW COORDINATION - Not in
Boarding Position. Ops Agent boarded after being told we were not ready.

6954 11/6/2018 Sent to ERC for review IEFB/NON-FUNCTIONING -
iPad locked

6955 11/6/2018 Sent to ERC for review OWWE/PREBOARD PAX
OCCUPIED EXIT SEAT - Pre-board sat at the OWWE

6956 11/6/2018 Sent to ERC for review IEFB/MISSING IEFB - getting
iefb from lounge in BWI

6957 11/6/2018 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - I forgot
to give the welcome opening announcement before the gate agent closed the
forward entry door

6958 11/5/2018 Sent to ERC for review SECURITY/PAX
MISCONDUCT (THREAT LEVEL) - ABA Pax landed on my jumpseat
protecting me from out of control pax

6959 11/7/2018 Sent to ERC for review CABIN
EQUIPMENT/EMERGENCY EQUIPMENT - I had belongings in an
emergency compartment

6960 11/7/2018 Sent to ERC for review IEFB/MISSING IEFB - Due to
attending to multiple wheelchair pax, did liquor inventory during flight and
discovered my iPad missing

6961 11/8/2018 Sent to ERC for review BOARDING/FA NOT IN
BOARDING POSITION - Left boarding position to use the bathroom to avoid
accident.

6962 11/8/2018 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/ARMING PROCEDURE - Door Arming Procedure

6963 11/8/2018 Sent to ERC for review OWWE/OWWE BRIEFING
NOT DELIVERED AT ALL - Forgot to brief exit row

ASAP Reports received 2018 Year-to-Date: 1570

Accepted Reports Year-to-Date: 1369

Excluded Reports to date: 29

Open Reports:	80
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	8308

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 10/11/18 through 11/11/18 = 267
Emergencies Declared for Period = 14

2018 Year-to-Date = 2027

All of 2017 = 2371

All of 2016 = 2887

All of 2015 = 2843

All of 2014 = 2119

All of 2013 = 1138*

All of 2011 = 1609

All of 2010 = 1413

All of 2009 = 1210

*ENS tracking and trending was suspended for the period of May 2012 – June 24th, 2013 – However ENS follow-up was maintained throughout this period. The Safety Team has re-established the practice of tracking and trending all ENS events and will include the same in all Safety Team Reports

SWALife Hot Aircraft Event Reporting

10/11/18 through 11/11/18 = 5

2018 Year-to-Date = 461

2017/2018 Year-over-Year Comparative = +66 (+14.32%)

All of 2017 = 396 = 34.3% Decrease Year-over-Year

All of 2016 = 535 = 32% Decrease Year-over-Year

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 24SEP18-30SEP18:

Open Discussion Items:

- OSHA 300 Log Email Distribution to DEBM's

A4A Cabin Air Quality Mitigation Working Group (CAQMWG) Update:

A4A – Cabin Air Quality Task Group Meeting 01NOV18

Working Groups

- Evaluation

- Prevention
- Detection
- Mitigation

FAA Reauthorization Act of 2018, Section 326

- Educational Materials – Within 1 year
- Reporting of incidents of smoke or fumes on board aircraft – Not later than 180 days
- Research to develop techniques to monitor bleed air quality – Not later than 180 days
- Report required – Not later than 18 months
- Pilot program

“ICAO AC 344”

Mitigation Team Update

- Look Ahead
 - Complete review of comments (Dec 2018)
 - Send out for final review (Q1 2019)
 - Working Group presentation to Task Group for acceptance / endorsement (Q1 2019)
- Follow On (Beginning Q1 2019)
 - Education – Also identified under FAA Reauthorization Bill for FAA
 - Training
 - Reporting – Also identified under FAA Reauthorization Bill for FAA
 - ICAO Cir 344 Harmonization

Detection Team Update

- Find existing air sensing products and cabin air quality research
- Identify providers / researchers who can develop solutions for Aviation Industry
 - To Identify
 - What are the contaminants
 - To Develop
 - Onboard Detection and Measurement Devices per SAE AC9M Standards
 - Aerotracer by Airsense Analytics GmbH
 - PALL Aerospace (Cabin Air Quality Sensor (CAQS – MK1)
 - Other Studies/Technologies/Sensor Companies???
 - To Achieve

Design Consideration Team Update

- Progress since 24JUL18 CAQTG MTG
 - Refinement of SDR database as a usable tool
- Telecon 16OCT18

- All industry constituents represented (airlines, OEMs, Labor)
- Looked at data for ATA 21 and 49 primarily
- Called for more info/second look at “Cause Unknown” cases
- OEMs asked for data (supplied)
- Discussion of “rapid air exchange” in future designs
- Open questions: duct cleaning procedures and reporting forms

Extended-range Twin-engine Operational Performance Standards (ETOPS) Update:

Internal tabletops – 16 flight attendants (4 crews) participate to practice/prepare for the FAA tabletops (Week of 13NOV18).

FAA tabletops- 4 flight attendants (1 crew) will be chosen to participate in this exercise based on performance at internal tabletops (Tentatively set for 26NOV18).

Validation flights – Dates are yet TBD. The same 16 flight attendants that participated in the internal tabletops will crew our validation flights.

Scheduled and Standing Meetings:

November 9, 2018 – ASAP/PHX Safety Fair

Tuesday November 13, 2018 through Thursday November 15, 2018 – WN1380 Accident NTSB Public Hearing

December 7, 2018 – A4A Cabin Air Quality Mitigation Working Group Telecon to Continue Review of Recommended Practices

November 26, 2018 – Monthly Health and Safety Coordination (HASC) Meeting

TO VIEW THE FULL REPORT, PLEASE VISIT TWU556 WEBSITE.

Report From:	Scheduling
Submitted Report:	
<i>The number of line positions that a Flight Attendant could be awarded for the month of December decreased by 818-line positions from 10,249 in November to 9,431 positions in December. The Scheduling Committee left 1849 positions in open time for the month of November in comparison to 264 left in November. Eligible bidders for December only decreased by 4 people from November. Crew Planning increased reserve staffing by approx. 5% in December. This is due to year over year sick call trends. Historically, November OT reserve coverage is at 16% versus December OT reserve coverage peaking at 22%. System wide reserve holders (including VR line holders) for November was 32.85%, the increase for December (including VR line holders) was increased to 38.2%.</i> <i>The Committee for the month of December wrote an average of 70.09% pure Lines (Lines starting on the same day each week containing Pairings of the same length) maintained 35.07% 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 99.56 TFP average work days were 14.16. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i> <i>The AUS Satellite base had an average of 59.38% pure lines, 29.69% weekend off and 31.25% lines containing 3-on/off or 48-hour breaks. The average lines paid 100.91 tfps.</i> <i>The FLL Satellite base had an average of 24.29% pure lines, 32.86% weekend off and 11.43% lines containing 3-on/off or 48-hour breaks. The average line paid 98.16 tfps.</i> <i>The Line Writers for the December Primary Lines were: Shelley Taylor, Rebekah Knox, Ryan Smith BR Williamson and Xander Ricker.</i> <i>The Line Writers for December Secondary Lines were: Shelley Taylor, Rebekah Knox, BR Williamson, Sheri Tyler, Lisa Trafton and Xander Ricker.</i> <u><i>Other Committee Work</i></u> <i>• A communications piece was submitted to the Communications Committee.</i> <i>• Planning has begun for a training day in January is in the works. Please reach out if there is interest. Tentatively that date will be January 9th 2019. schedulingcommittee@twu556.org</i> <i>• The Committee has been researching ways to best educate our membership, specifically line statistics, both system wide and in base statistics. Look forward to info graphs that are planned to be posted on-line. Statistics will include; average legs per day, average pairing pay, percentages of pairing types and purity percentages.</i>	

Report From:	Shop Steward
Submitted Report:	
<u>OCTOBER SHOP STEWARDS COMMITTEE REPORT</u> Completed Shop Steward Committee Unity Article Emailed Monthly October Newsletter with Trending Discipline Charts and video Collaborated with John Long regarding Trending Discipline video highlights from Shop Steward Training Discussed system wide campaign with Professional Standards to promote conflict resolution between members Reviewed ASAP scenarios and timelines with Michele Moore concerning discipline meetings Handled Internal Shop Steward issues concerning the following: Fact-Finding Notes, issues, errors, incorrect format, etc. • Signing Confidentiality Agreements • Shop Steward individual complaints • Assisted new Shop Steward with meeting prep • answered emails regarding second training date • assisted Shop Stewards in completing time sheets • answered salesforce questions, uploading, editing, etc.	

Report From:	Survey
Submitted Report:	
VeAnne reports she submitted the TWU Local 556 Annual Membership Survey to the EB and upon approval launched the survey to the membership. She spent many hours fielding calls, texts, and emails regarding surveys not received. She worked with tech services to verify email addresses and resent the survey to over 70 flight attendants. She reports a total of 3,078 flight attendants took the survey. The survey, including the correct answers, will be posted to the website and if possible, included in the Winter Unity Magazine. VeAnne also reports she had several discussions, including a conference call, with TWU Local 556's reps from Survey Monkey. There were several options discussed including a team plan as opposed to the current plan we currently have. This would allow for multiple groups, within the Local, to create surveys depending on their needs. These surveys would be specific to their department and could not be accessed by other departments. They also have an option to intergrate with SalesForce but it comes at a very high cost. The budget had already been submitted before the conference call, but it may be of interest to the Negotiating Committee if they plan on sending out more surveys. VeAnne can provide more details if needed.	

Report From:	Uniform
Submitted Report:	
Lisa, Jabari, and Chad attended a follow-up meeting with Mike Sims, Jamie Dotson, and Reina Torres on Oct 15th in DAL. Wear test results for both the regular line and cotton alternative options were discussed. For the regular line they are going ahead with the mechanical stretch on the grey dress, pants, and shorts. They are also making the changes to the length and button placements on the shirts. The vest is going into production. Jabari and Lisa both expressed the members dislike and possible alterations to the design which may be looked at for future batches. The cotton line is going to include the gingham shirt (LS and SS) and pants and shorts. They wanted to discontinue the polo but Lisa explained that they need options as well and wearing the gingham shirt and shorts with black athletic shoes would not be a good look. Lisa also expressed the concern at not having a dress option and a sweater. Not only do our members deserve a choice, but a possible lawsuit regarding no skirt/dress option for those whom religion is an issue could be problematic. As always, the desire for the old blue dress was pushed for. With cotton options be backordered, a possible retail solution is being discussed. Lisa asked for a memo to be sent to base leaders showing the alternative options, as some supervisors and managers are harassing our members on their alternative pieces. We discussed streamlining the process for the cotton uniform by possibly cutting out the middleman, making it quicker and easier to get approved and supplied. The ACT doctors form language needs to be changed (HEPA violation). A depletion of the current stock is problematic (\$12 million). SWA is discussing ways to get the old stock off the shelves so members can get the newer items they are wanting. The base maternity lending pieces was discussed. A follow-up phone call from Lisa to Mike Sims ensured all bases were up to compliance at that time. Lisa made a follow-up phone call to Mike Sims the next week. The following was discussed: The memo to the base leaders regarding the alternative pieces was going to be brought up in the next managers meeting. The grey material may be fire retardant but not HEAT resistant. Many were melted in hot cars over the summer, as well as cooler iron settings. This needs to be looked into. SWA lawyers are revising the verbiage of the ACT form at this time. Lisa is going to DAL in November to meet with Dr. Brooks who was the toxicologist that reviewed the fabric testing findings. Lisa spent most of October researching and communicating with fabric testing companies in the USA and across the world for our own testing. Most companies only do fabric analysis which determines what	

the fabric consists of (IE Rayon, Cotton, Polyester etc.) and not chemicals. For those companies who do the chemical and metal testing, some were not willing to test for us if there could be possible litigation involved with the results. The one I am working with at the moment The Hohenstien Institute might be workable. It is in Germany so with the time difference emails are slow going. But I think it may be our best option at this time. More information will be coming in the near future. It might be in our best interest to also meet with a toxicologist and/or commercial allergist of our choosing to have their assessment of the findings.

Report From:	Veterans
Submitted Report:	
The Veterans Committee Co-Chairman, Den F/A Chris Sullivan, reports he will join Veterans Co-Chairman Wayne Tipton at the TWUVC meeting on November 14-16 in Augusta, Georgia. The meeting will be hosted by TWU Local 527. On November 9-12 members volunteered to assist the Veterans Committee in holding lounge mobilizations in remembrance of Veterans Day. Members registered Veterans, distributed special Veterans Union pin and postcards. The Veterans Volunteers also collected food supplies for the local USO lounges. The Veteran Committee would like to thank all who assisted in making the event a success. The TWU 556 Veterans Facebook page continued to gain members and registered veterans. The Veterans Committee ask that if any EB Member is aware of a member who would like to volunteer or assist the committee that they email the veterans@twu556.org And they will be contacted as soon as possible.	

Report From:	WISE
Submitted Report:	
Jessica assisted in facilitating a system-wide lounge mobilization effort in the month of October for Breast Cancer Awareness. Jessica would like to thank all Domicile Executive Board Members and Members who made these lounge mobilizations a success. TWU Local 556 pink lanyards and self-exam shower cards were distributed to Flight Attendants. The pink lanyards were a huge hit among Flight Attendants and showed support for Local 556 while also highlighting Breast Cancer Awareness Month. Jessica and Denver Flight Attendant Christina Johnson will be volunteering for SafeHouse Denver by helping stuff and seal their annual Holiday Fundraising letter. This fundraising effort helps to support survivors of domestic violence and their children through an emergency shelter and advocacy center.	