



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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DECEMBER 2018 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
<u>Civil and Human Rights Committee Report</u> Pamila, Civil and Human Rights Co-Chairperson Heather Kelly-Grey and Denver Shop Steward Jamie Simpson attended the Coalition of Labor Union Women (CLUW) National Executive Board Meeting and Conference (NEB) in Phoenix, Arizona November 28-30. This year's theme for the conference was <i>Sisters Not Afraid of Power (SNAP) – Building for the Future</i>. The conference was designed to give attendees skills to play prominent roles in their Unions, CLUW Chapters, and communities. The training sessions focused on understanding the CLUW constitution, finances, how to run effective meetings, organizing Union Members, Sexual Harassment, and Women in Leadership. Pamila, Heather, and Jamie ended the conference by attending a full day training session; <i>The Union's Role in Addressing Domestic Violence, Sexual Assault, Stalking and Sexual Harassment</i>. Mary Jo O'Neill, Regional Attorney, of the Phoenix District Office, EEOC and Janet Hill, CLUW National Vice President (USW) were the Presenters. The session included: • EEOC statistics in reporting incidents • Leadership's responsibility reporting procedures and compliance training • Bystander intervention training • Member-to-Member reporting and Duty of Fair Representation (DFR) obligations • Adding language to the Unions constitution, or any labor Orgs and CBA's • Examples of language to include in the Contract • Bargain for mandatory training- bystander intervention • Addressing Member on Member reporting - using two Shop Stewards • Relevant State and Federal laws for victims • Unemployment Insurance for victims • Accommodations and Leave for victims • Panic button collective bargaining agreement • How to talk with a co-workers about domestic abuse and violence • Sexual Harassment prevention, strategies, and requirements for Employers. Pamila would like to thank Jessica Parker for giving her the opportunity to attend and represent TWU Local 556 at the Conference.	

Pamila, and Co-Chairperson's Heather Kelly-Grey, and LaTonia Paul Benoit are in the process of registering Members for the 2019 Dr. Martin Luther King Civil and Human Rights Conference. The CHRC Committee is currently working with the Domicile Executive Board Members on a lounge mobilization for Human Trafficking Awareness Month, in January 2019.

Report From:		CISM
Submitted Report:		
The CISM Team responded to a total of 145 Incidents and assisted 327 Flight Attendants during November. Eileen Rodriguez CISM Chairperson traveled to MCO Base and presented CISM to SWA Leadership and also presented CISM to the SWA New Hire class #399. CISM was represented at the PHX Safety Fair and spoke to FA's, and ground personnel. We shared a informational table with FADAP.		
Aborted Takeoff	1	
Assault	3	
Birdstrike	3	
Crew Member Illness	3	
Death on Board	1	
Debriefing - Team Member	3	
Declared Emergency	1	
Decompression/Pressurization	1	
Diversion	3	
FADAP Team Referral	3	
FA Death of Family Member	7	
FA Illness	7	
FA Injury	8	
FA Involved in Incident - Off Duty		4
Incident on RON	3	
Lightning Strike	1	
Mechanical	2	
Medical Emergency	33	
Natural Disaster	3	
New Class Presentation	1	
NOC Rotation Review	3	
Passenger Misconduct	10	
Personal Issue	24	
Safety Fair - PHX	1	
Sexual Harassment or Assault	4	
Smoke or Fumes in Aircraft	2	
Suicide Attempt/Intervention	4	
Suicide of a Family Member	1	
Terrorist Threat	1	
Turbulence	2	
Other*	2	
Total	145	

Report From:	Communications
Submitted Report:	
Communications Committee Report — December 2018 • Worked on various projects and publications involving multiple committees and bases, worked with the Negotiations Task Force, and NT; both in specific distribution groups (i.e. 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 • Continued 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. • Exploring ideas for an electronic newsletter that compiles more information from more sources in one blast rather than piecemeal information. • Continued planning for a first-quarter Intra-TWU Union communications, meeting with jetBlue and Allegiant Airlines. • Monitored all news and events regarding grounding of aircraft over the holiday. • Intense work on Unity scheduled to arrive in bases in December. Please submit story ideas and photos to communications@twu556.org. Stay strong and united.	

Report From:	Education
Submitted Report:	
Education Committee Chair Steven Hobbs: The Chair flew a full schedule plus additional flying in November. During those trips, the Chair flew with and spoke with a cross section of the Membership. The Chair shared Educational materials and spoke with Members about what was going on with the Union and Contract Negotiations. There were numerous phone calls, text messaged and emails between the Chair and Members about the Official Facebook Group and the open call for Moderators. There were also conversations with the current Moderators. Conversations continued with Dedra Bass and Ashley Breuer about Education programs going forward. During the Chairs Thanksgiving vacation, he spoke with large number of F/A's who texted and called him during the Irregular Operations that was experienced on the days leading up to Thanksgiving. There were numerous Members who were stranded, with illegal duty days and domicile break issues. The Chair made sure that those Members knew how to use their resources to calculate their legalities (TWU556 APP). The Chair is looking forward to having the Education Budget finalized, so that plans can be finalized going forward. Facebook Group: Education Committee Chairperson Amanda Gauger reports that an All Call for Moderators for the Official TWU 556 Facebook Group was sent to the Membership on November 15th. She has reached out to each Member who responded to the All Call email, and has begun to set up phone interviews with those who are advancing through the process. Amanda continues to approve Members to the Official Group, updating their information is Sales Force, and removing Members from the Group who are no longer employed. Amanda's auditing of every post on the Official TWU 556 Facebook Group continues. She has completed half of September, and hopes to get through to August 1 by the end of December. All incorrect answers are being documented, as well as any 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. Amanda submitted a budget and proposal for the Official Facebook Group for review during the last Executive Board Meeting. Amanda and Education Chairperson Steven Hobbs had a phone conversation	

regarding the Education Committee on November 16. The Official Group was discussed as well as Steven's plans for other education initiatives.

Amanda wishes to thank Drew Kennedy for his assistance with Sales Force and When I Work. She also wishes the Executive Board a happy holiday season, and will continue to update the Executive Board accordingly.

Report From:	FADAP
Submitted Report:	
• Natalie Salser and Tom Spillers, the Flight Attendant Drug and Alcohol Program Chairpersons, along with Critical Incident Stress Management, Professional Standards, and the Sr. Manager of Employee Outreach, Tom Crabtree, participated in the Orlando and Chicago <i>Base Huddles</i> to continue education on our resources. • Dana Mullins participated in the Phoenix Safety Fair on November 9. • Greer Steinke hosted an Al-Anon Telephonic meeting on November 14.	

Report From:	Grievance
Submitted Report:	
<i>December 2018</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 189 total grievances: <i>35 terminations</i> <i>9 group grievances</i> <i>43 non-term disciplinary</i> <i>63 Attendance</i> <i>39 individual contract</i> <i>Total Contract Grievances on file: 49</i> <i>Total Discipline Grievances on file: 140</i> <u>Settled and Withdrawn Report:</u> Twenty-six grievances were settled; eleven were settled at the Step 2 level. One Grievant released the Union to proceed on their own. One arbitration award for the Company. Forty-two grievances were withdrawn without prejudice. Of the sixty-three Attendance grievances, nineteen were No-Shows, four Unable to Contact, seventeen Failure to Report, nine Sick Leave 1, one SLA, one May be Late, one Bonus May be Late, and eleven No-Show Training. The forty-three non-term disciplinary grievances consisted of: twenty-nine written warnings, four final written warnings, five thirty-day suspensions, one fifteen-day suspension, three six-day suspensions, and one verbal warning from the pass bureau. <u>Fact-Finding Meetings:</u> One hundred and eleven fact-finding meetings were held in the bases, in November 2018. <u>Board of Adjustment:</u> FA is scheduled for January 22, 2019 (Written Warning). FA is scheduled for January 24, 2019 (Written Warning) <u>Arbitration Update:</u> FA's arbitration decision was an award for the Company. November 8, 2018: FA - Arbitrator William McKee – arbitration was held. Briefs are being prepared.	

Arbitrations Scheduled:

December 11-12, 2018: FA – Arbitrator William McKee – Scheduled for 2 days due to arbitrator scheduling times and the additional Time frames argument. *Grievance was settled.*

December 20, 2018: FA - Arbitrator Sarah Adler

March 6, 2019: FA – Arbitrator Vernon.

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.

Flight Attendant released TWU 556 and is proceeding on her own regarding her Termination – Arbitrator Javitz.

Upcoming Grievance Meeting:

The Union and Management will be meeting on December 12, 2018 for our monthly grievance meeting.

Report From:	Health
Submitted Report:	
The ASAP program has seen an increase in the number of reports that are being submitted. October 2018 we saw the highest number of reports submitted since the start of the program. The ASAP team is planning on doing extensive program promotion in 2019 so the program will continue to grow. Please see the Safety report for graphical and numerical data. As mentioned in last months' report, the ERC continues to see an increase in reports not meeting the LOU or MOU timeframes. It is imperative that if a Safety event occurs that the Management or the FAA 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. Additionally, we have seen an increase in the number of TSA related reports. Per the MOU, TSA events are not eligible to be accepted into ASAP. Any event that involves issues with KCM, TSA security or badging issues will not be considered in ASAP. The ASAP ERC attended the Safety fair in Phoenix in November. In December we will attend the Train the Trainer class to train on ASAP <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. To date, in November 2018 we have received 371 messages. <u>Flight #1380</u> The TWU 556 Safety Team (Massoni, Dalak and Moore) attended the NTSB public hearing on flight #1380. The hearing focused on the mechanical aspects of the fan blades and cowling non-containments.	

Health/Safety Issues in November

- Air Quality in California – adjudicated for our Members to have the ability to obtain a mask on California overnights
- Co-authored a publication regarding the Carry On Baggage Program
- Austin Water
- Max -800 aircraft
- Spanish Safety Information Card
- Bed bugs in RDU

Health and Safety Meeting (HASC)

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

- Injury Data – please refer to the Safety report for graphical and numerical data
- Southwest Airlines No Fly list – this is still in the works but will not be implemented in the near future as there are a lot of issues that have to be considered and worked through from the technology side
- New Safety Spotlight – it will focus on Incapacitated Flight Attendants landing on the jumpseat as this seems to be occurring consistently
- Cabin Fumes – what is the status of the fume reporting tool as this will be a requirement in the near future. The form is completed, the implementation date is still not determined
- Safety/Health overview for future meetings.

Upcoming Meetings:

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

ASAP: Recommendation Meeting

ASAP: Train the Trainer

Meeting with Steve Murtoff – monthly meeting

Emergency Procedures Review

Report From:	MOBORG
Submitted Report:	
• Mobilization/Organizing Co-Chair Chantil Huskey assisted new DEBM Trish Damstra with flyers and bag tag design for the December 1st Lounge Mobilization. • Mobilization/Organizing Co-Chair Chantil Huskey conducted a conference call with (NTF) Negotiation Task Force Susan Kern and Travis Bruce on November 17, 2018. On said conference call we agreed upon various talking points for our NTF Leaders and Agents. We also agreed upon continued dates to meet in Dallas regarding strategic planning through December. • The NTF met in Dallas the week of November 27th. We worked on further strategic planning for the Negotiation Team, talking points for NTF Leaders and Agents, as well as communication to go to the members. Talking points included Union Busting 101. They have already been sent to the NTF Leaders. They will be sent out to the NTF Agents by end of week as well as to DEBM. • We designed a process as to how SMP Violations will be addressed with NTF Leaders and Agents. • The NTF continued to send new NTF Agents their welcome emails with the electronic handbook. • The NTF met with the (NT) Negotiation Team to select the LAX NTF Leaders. • The NTF received the SOLIDARITY badges to be worn behind the TWU556 pins as NTF Leaders and Agents. These will be worn to be more identifiable while flying to the members. The NTF has designated NTF Leaders to ensure the Agents receive these badges in their files no later then December 6, 2018. In the future the welcome email to the NTF Agents will request they reach out to NTF Leaders for their SOLIDARITY badges. • December 1, 2018 Mobilization/Organizing Co-Chair attended the LAX Lounge Mobilization with DEBM Trish Damstra and BMAL Charla Miller. • NTF Leaders Susan Kern, Travis Bruce, Chantil Huskey and Shop Steward Committee Chair Lucy White Lehman and Co-Chair Damion West had a conference call December 3, 2018. We discussed how to work together in the future in mobilizing and getting information out to our members.	

Report From:	Safety
Submitted Report:	
THIS REPORT HAS BEEN UPLOADED TO THE TWU LOCAL 556 WEBSITE	

Report From:	Scheduling
Submitted Report:	
<i>2018 Yearly Overview Scheduling Committee Report</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of January increased by 440-line positions from 9,431 in December to 9871 positions in January. The Scheduling Committee left 141 positions in open time for the month of January in comparison to 1849 left in December.</i> <i>The Committee for the month of January wrote an average of 73.52% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity over December by 3.43%. The Scheduling Committee maintained 35% 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 93.45 TFP average work days were 13.54. 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 74.29% pure lines, 38.57% weekend off and 14.29% lines containing 3-on/off or 48-hour breaks. The average lines paid 88.39 tfps.</i> <i>The FLL Satellite base had an average of 84.72% pure lines, 40.28% weekend off and 8.33% lines containing 3-on/off or 48-hour breaks. The average line paid 89.31 tfps.</i> <i>The Line Writers for the January Primary Lines were: Shelley Taylor, Rebekah Knox, Ryan Smith, Richard Locher, Kay McCurley, Lisa Trafton and Xander Ricker.</i> <i>The Line Writers for January Secondary Lines were: Secondary Lines had not yet been written when this report was submitted.</i> <u><i>Other Committee Work</i></u> <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>November Shop Steward Committee Report 2018</u> Updated Shop Steward Bases changes Separated out LAX Shop Stewards Emailed all DEBM's and Ann Claire Added Executive Board to Shop Steward Distribution list Worked with Tech Services to create new instruction guide for submitting notes in Salesforce Added date to note section in salesforce Instructions were included in Monthly Newsletter Emailed new instructions to grievance Team Emailed Monthly November Newsletter with Trending Discipline Charts, Base discipline graphs and salesforce instructions for submitting notes Meet with Grievance Chair to discuss template changes notes section Discussed a designee on Grievance to receive individual Shop Steward issues Discussed having Monthly meetings regarding overall Shop Steward concerns Reached out to Negotiations Task Force Reached out to Trish Damstra, new LAX DEBM Reviewed ASAP scenarios and timelines with Michele Moore concerning discipline meetings Worked on Strategic Plan for 2019 for Shop Steward Committee Discussed system wide campaign with Professional Standards to promote conflict resolution between members	

Report From:	Uniform
Submitted Report:	
<u>December 2018 Monthly Report Uniform Committee</u> November 20, 1st VP Chad Kleibscheidel and Uniform Committee Chairperson Lisa Happer attended a meeting with Management and Doctor Brooks, Toxicologist. Mike Sims, Jamie Dotson, three Flight Attendants, and two Base Leaders were also in attendance. The meeting was set up at the Flight Attendants' request to go over the fabric testing results. Lisa and Chad told Management to immediately train or retrain Base Leaders on the alternative uniform standards for gate check purposes. They requested communication be sent to all bases and to be discussed at their Supervisors meeting in January. Calls concerning reactions continue to come in on a regular basis. Lisa received a few calls concerning the lack of an alternative dress/skirt option for religious purposes. Lisa brought this to Management's attention. Lack of cotton sweater option a problem for winter brought to Managements attention. The request to copy the Lands End blue dress, by Cintas, requested again. Two classes that just had their one-year anniversary had allotment issues. This was corrected and should not be a problem going forward, but we will monitor. Emails to the general Uniform Committee email are received by both Lisa and Jabari. To avoid doubling up, Lisa will address the emails regarding the reactions to the uniform, ACT, and other related questions, and Jabari will address general inquiries and copy Lisa in the response.	

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 pine 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 and Denver Flight Attendant Christina Johnson volunteered for SafeHouse Denver on November 20 by stuffing, sealing, labeling, and stamping their annual Holiday Appeal. This fundraising mailer is SafeHouse's largest of the year and helps to raise funds for survivors of Domestic Violence. Atlanta Domicile Executive Board Member and Chairperson of the Civil and Human Rights Committee (CHRC) Pamila Forte, Co-Chairperson of CHRC Heather Kelly-Gray, and Denver Shop Steward Jamie Simpson attended the Coalition of Labor Union Women (CLUW) National Executive Board Meeting and SNAP: Sisters Not Afraid of Power – Building for the Future Conference on November 28-30. The Conference focused on the 2018 election results and the impact that women and labor made, strategize on building CLUW, and developing skills and a plan for a better future for working women and families. Jessica would like to thank Pamila, Heather, and Jamie for attending and representing TWU Local 556 and the Women's Issues, Service, and Education (WISE) Committee.	