



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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JANUARY 2019 COMMITTEE REPORTS

Report From:		CISM
Submitted Report:		
Please see the below CISM monthly report for the Jan EB meeting.		
Aircraft Incident	2	
Calls Related to Death of FA	2	
Crew Member Illness	1	
Death on Board	1	
Debriefing - Team Member	2	
Diversion	1	
FA Death	1	
FA Death of Family Member	8	
FA Illness	7	
FA Injury	1	
FA Involved in Incident - Off Duty	1	
Incident on RON	2	
Mechanical	1	
Medical Emergency	36	
New Class Presentation	1	
NOC Rotation Review	3	
Passenger Misconduct	7	
Personal Issue	37	
Professional Standard Referral	1	
Sexual Harassment or Assault	2	
Smoke or Fumes in Aircraft	4	
Suicide Attempt/Intervention	1	
Suicide Attempt of a Family Member	4	
Turbulence	8	
Other*	3	
Total	137	
FAs Assisted	262	
Eileen Rodriguez Critical Incident Stress Management (CISM) Chairperson		

Report From:	Communications
Submitted Report:	
Worked on various projects and publications involving multiple Committees and bases, worked with the Negotiations Task Force (NTF), 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. 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. Explored ideas for an electronic newsletter that compiles more information from more sources in one blast rather than multiple emails.. January test was successful. Set February for a first-quarter Intra-TWU communication, meeting with jetBlue Airways and Allegiant Air. Monitored all news and events regarding Southwest Airlines, and Herb's death. Unity distributed to bases with an almost 50% reduction in printing resulting in decreased waste. Have begun work on quick educational videos for the Grievance Team. Please submit story ideas and photos to communications@twu556.org	

Report From:	Education
Submitted Report:	
Education Committee Chairperson Amanda Gauger reports that she completed dozens of phone interviews in response to the Moderator All Call. As she was getting ready to make follow-up calls to those candidates who would continue in the process, she was informed by President and Education Committee liaison, Lyn Montgomery, that the Executive Board had decided that the Official TWU Local 556 Facebook Group would be changed to a one-way communication tool as of February 1st, and that the Moderator team should remain status quo. Amanda e-mailed the candidates informing them the process had been put on hold. Amanda continues to approve Members to the Official Group, updating their information in Sales Force, and removing Members from the Group who are no longer employed. The Official Group added 39 new Members in the last month, with a total of 8,186 Members. In the last month, the most popular days for posts are Monday, Thursday and Sunday. Amanda's auditing of every post on the Official TWU Local 556 Facebook Group continues. She has not made it through August, but is working to complete the task by the end of January. All incorrect answers continue to be documented, as well as any posts where the actual question wasn't answered, posts where comments were left open, inappropriate posts, comments, etc. Amanda would like to thank TWU Local 556 and Debbie for the beautiful flowers sent after her father's passing. They were much appreciated.	

Report From:	FADAP
Submitted Report:	
<u>Flight Attendant Drug and Alcohol Program (FADAP) Committee Report for December 2018</u> Co-Chairpersons Tom Spillers and Natalie Salser • Tom and Natalie attended Atlanta Management’s “Huddle” along with Critical Incident Stress Management (CISM), Professional Standards, and Senior Manager Employee Outreach & Admin. Tom Crabtree on December 12. <i>Our goal is to inform and educate Management at each base on how our teams work and how we can better assist our Flight Attendants and Leaders</i> • Chicago Base Coordinator Greer Steinke hosted an Al-Anon telephonic meeting on December 12 • Tom spent December 17 at TWU Local 556 working with Drew Kennedy of Technical Services on Salesforce and with our Executive Board Liaison, Board Member At Large Charla Miller, on various projects • A TWU Local 556 FADAP video was sent out to the Membership on December 21 • A TWU Local 556 joint communication was sent out to the Membership by the Health, Safety, and FADAP Committees concerning marijuana oils and products containing cannabidiol (CBD) oils, including hemp oils	

Report From:	Grievance
Submitted Report:	
<i>January 2019</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> <i>179 total grievances:</i> <i>35 terminations</i> <i>9 group grievances</i> <i>45 non-term disciplinary</i> <i>62 Attendance</i> <i>28 individual contract</i> <i>Total Contract Grievances on file: 37</i> <i>Total Discipline Grievances on file: 142</i> <u>Settled and Withdrawn Report:</u> Twenty grievances were settled; eight were settled at the Step 2 level. Forty-five grievances were withdrawn without prejudice. Of the sixty-two Attendance grievances, twenty-five were No-Shows, three Unable to Contact, fourteen Failure to Report, twelve Sick Leave 1, one May be Late, and seven No-Show Training. The forty-five 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 three violations falling under the “other” category (pass bureau, discussion log entry, etc.).. <u>Fact-Finding Meetings:</u> Seventy fact-finding meetings were held in the bases, in December 2018. <u>Board of Adjustment:</u> FA is scheduled for January 22, 2019 but being rescheduled due to Herb’s Celebration of Life being held that day (Written Warning). FA case we settled prior to BOA. FA is scheduled for January 24, 2019 (NS). <u>Arbitration Update:</u> November 8, 2018: FA - Arbitrator William McKee – arbitration was held. Brief submitted.	

Arbitrations Scheduled:

December 20, 2018: FA - Grievance settled prior to arbitration.

February 14, 2019: FA – Arbitrator Gold.

March 6, 2019: FA – Arbitrator Vernon.

April 3, 2019: FA – Arbitrator Adler.

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 January 29, 2019 for our monthly grievance meeting.

Report From:	LODO
Submitted Report:	
LODO Report January 2019 LODO Committee meetings with Management were held on December 10, 2018 and January 3, 2019. A future meeting date is to be determined. The Union and Management are in discussions to decrease the three-year time of commitment currently required of a New Hire LODO and other LODO improvements. <i>For more information see Executive Board December 2018 LODO reports.</i> LODO Hiring will continue through 2019 Classes 400 and 401 had LODO graduates. Management cut back on some Mexico City flights based on demand, cost and return on investment. MDW to SJD was launched this past November. Management reports that .05% of LODO flights operate without a LODO speaker. The stated reason this occurs is due to irregular operations such as short notice pulls or misconnects. LODO hiring should alleviate this somewhat. A conference call open to all Members to discuss the LODO program with the Negotiating and LODO Committee will be conducted on January 18, 2018 at 1500 central. Company LODO newsletter is attached LODO concerns and suggestions should be emailed to LODO@twu556.org.	

Report From:	MOBORG
Submitted Report:	
December 10 - 14, 2018 The NTF Coordinators met in Dallas to organize the following: Distribute the NTF Leader/Agent and Negotiations bag tags to all DEBM, NTF Leaders. and NTF Agents to have for the originally scheduled Lounge Mobilization visit on January 9th. Distribute TWU 556 table runners to the NTF Leaders conducting said Lounge Mobilizations NTF Coordinators began trying to do a 90 day schedule for conference calls. Lounge Mobilizations, NTF Leader/Agent meet and greets, and talking points. NTF Coordinators will be holding another NTF Leadership training for those NTF Leaders in LAX and those that may have missed the first training. This training is going to be held in DAL February 8th tentatively. Mobilization Co-Chair received a warm thank you from the MCO USO for the donations collected during the Veterans Committee Lounge Mobilization.	

Report From:	Other
Submitted Report:	
Please see at Satellite Base Test Agreement Update November 2018 - 11-06-19 NT and NTF Meeting · Discussed how and when to communicate an update to Satellite Base Flight Attendants. Various avenues were discussed: Satellite Base visits, Facebook live, Web-based meeting and call-in conference call. Final decision was Member conference call (Satellite, non-satellite) to provide best security to monitor participants. · The initial conference call was scheduled for January 11, 2019, with a pending start time. · Ongoing – Responded to emails and phone calls from all Members concerning Satellite Bases. December 2018 - 12-10-18 Meeting with Management to discuss Satellite Bases Attendees: Union - Lyn Montgomery, Denny Sebesta, Liz Howayek, Scheduling Chair Zander Ricker Company - Claire Taitte, Brendan Conlon, Brianna Grant · Reviewed statistical data provided by Management – January through October 2018 · Discussed Vacancy bids, Opt Outs, Vacations, Reschedules, Sick Calls, Seniority · Union recommended reducing contractual restrictions and add Reserves to gain further data in test phase 12-21-18 President Lyn Montgomery provided an update with questions and answers on Satellite Bases via her “Update from the President’s Desk”. Ongoing – Responded to emails and phone calls from all Members concerning Satellite Bases. January 2019 - 12-03-19 Meeting with Management to discuss Satellite Bases Attendees: Union - Lyn Montgomery, Liz Howayek, Denny Sebesta, Scheduling Chair Zander Ricker, Previous Negotiator Don Shipman	

Company – Claire Taitte, Brendan Conlon, Wayne Shaw, Brianna

Grant

- Reviewed statistical data provided by Management – January through December 2018

- Union submitted proposal for revised changes to Satellite Base Test Agreement

- o Reduced contractual restrictions

- o Reserve requirement in Satellite Bases

- o Specific timeframe to allow for revised test parameters

- Discussed Management's LAX Town Hall Q&A on Satellite Bases

- Discussed TWU 556 Update from President on Satellite Bases

- Next Satellite Base meeting date is pending

01-08-19 Satellite Base Conference Call for Members

- Rescheduled due to Herb Kelleher's passing and pending Celebration of Life

- Revised date is January 18, 2019 and will occur same day as LODO Conference Call

- o Satellite Base call for Members begins at 1300 Central time

- o NTF Coordinator Travis Bruce will be in Dallas to monitor call-ins during conference call

tached

Report From:	Safety
Submitted Report:	
** Entire Safety Report is attached in File Section of this Report ** ASAP Reports received 2019 Year-to-Date: 59 Accepted Reports Year-to-Date: 0 Excluded Reports to date: 0 Open Reports: 197 ASAP Reports received 2018 Year-to-Date: 1716 Total Reports Received in 2017 947 Total Reports Received over the Life of Program 8391 Southwest Airlines Event Notification System (ENS) Fielded Events for Period: 1/1/19 through 1/9/19 = 79 Emergencies Declared for Period = 8 Fielded Events for Period: 11/30/18 through 12/31/18 = 249 Emergencies Declared for Period = 23 2019 Year-to-Date = 79 All of 2018 = 2462 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 11/30/18 through 12/31/18 = 1 01/01/19 through 01/09/19 = 0 2019 Year-to-Date = 0 2018/2019 Year-over-Year Comparative = 0 All of 2018 = 460 = 13.9% Increase Year-over-Year 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

Report From:	Scheduling
Submitted Report:	
January Scheduling Committee report The number of line positions that a Flight Attendant could be awarded for the month of Febuary increased by 325-line positions from 9871 in January to 10,196 positions in February. The Scheduling Committee left 3 positions in open time for the month of February in comparison 141 were left in January. The Committee for the month of February wrote an average of 83.26% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity over January by 9.75%. 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 89.34 TFP average work days were 13.12. The contractual numbers above do not include the two satellite bases of FLL and AUS. The AUS Satellite base had an average of 64.29% pure lines, 31.43% weekend off and 1.43% lines containing 3-on/off or 48-hour breaks. The average lines paid 97.22 tfps. The FLL Satellite base had an average of 66.67% pure lines, 31.88% weekend off and 20.29% lines containing 3-on/off or 48-hour breaks. The average line paid 91.2 tfps. The Line Writers for the January Primary Lines were: Shelley Taylor, Ryan Smith, Richard Locher, Lisa Trafton, Doreen Argyropoulos, Sheri Tyler and Xander Ricker. The Line Writers for January Secondary Lines were: Richard Locher, Sheri Tyler, Ryan Smith, Shelley Taylor, Doreen Argyropoulos, Lisa Trafton and Xander Ricker. Other Committee Work - Lyn Montgomery, Liz Howayeck, Denny Sebesta, Don Shipman, and Xander Ricker met with Claire Taitte, Wayne Shaw, and Brendan Conlan to discuss the future of Satellite Bases. - On January 9th the Scheduling Committee hosted An Introduction to Line Writing. The Scheduling Committee would like to thank Jim Volpe (Phoenix Based FA), O'shaStegall (Baltimore based FA), Casey Rittner (Atlanta Based FA),Patrick Paladino (Orlando Based FA), James Jenkins (Denver Based FA), and Veronica Espinoza (Atlanta Based FA) for volunteering to fly to Dallas and attend the training. The Committee also thanks Ann Oh (Manager of Inflight	

Crew Planning), Claire Taitte (Senior Manager of Crew OPS Research and Analyst), Duke Jeffcoats (Senior Business Consultant Crew Analyst), and Duane Smith (Base Manager NOC) for taking the time to educate on DPO and the LOS system, explaining staffing needs and the future of the staffing of our workgroup as well as the tour of 'The NOC.' Xander Ricker also personally thanks Shelley Taylor (Dallas Based FA), Lisa Trafton (Austin Based FA), Richard Locher (Phoenix Based FA), Doreen Argyropoulos (Denver Based FA), and Ryan Smith (Denver Based FA) for volunteering to spend the day with the Introduction to Line Writing class, to train and to teach, as well as their continued support and consistent hard work on the Scheduling Committee.

- Angie Kilbourne is gathering and producing educational committee graphs to educate the membership.

Report From:	Scholarship
Submitted Report:	
TWU International is now accepting applications for the Michael J. Quill Scholarship Fund. The deadline to submit applications is April 26, 2019 and winners will be determined by a public drawing held in May. Jessica submitted a publication announcing the Quill Scholarship to the Membership to the Communications Committee and Technical Services Committee on January 9.	

Report From:	Shop Steward
Submitted Report:	
December Shop Steward Committee Report 2018 Created an additional salesforce guide for submitting notes in Salesforce • Added 1-2-3 step breakdown • Instructions were included in Monthly Newsletter Emailed Monthly January Newsletter with Trending Discipline Chart and updates Held conference call with NTF • Discussed communication between committee members • Sent list of Mobilization Shop Stewards Reached out to Education Committee Members Reviewed ASAP scenarios and timelines with Michele Moore concerning discipline meetings for monthly newsletter Responded to Shop Steward emails and questions Spoke to Rachel at Allegiant Airlines regarding Shop Steward Training and Educational materials • Emailed her Training Manual and Resource Manual 2018 • Emailed her Training Manual 2012 Set date and agenda for upcoming conference call, January 25th at 3:30 CST Committee Members met on January 4th to discuss tasks and goals for month	

Report From:	Survey
Submitted Report:	
VeAnne reports she had the results, and applicable answers, from the 2018 TWU Local 556 Annual Survey posted to the website. VeAnne reports she will be attending upcoming Committee Chairperson training in Feb. -- VeAnne Reeder Survey Committee Chairperson	

Report From:	Uniform
Submitted Report:	
Flight Attendants are still having problems with their anniversary allotments. Each event up to current has been addressed and resolved. There have been issues with FA's not receiving refunds or credit from Cintas. <i>These have been resolved up to date.</i> A flight attendant is having issues with the waste of the pants rubbing against an area from a recent surgery. F/A has submitted pictures of the pants they bought that work, but they were denied. Filing a grievance has been discussed. Lisa is awaiting a decision from the FA on whether not to proceed. Flight Attendants continue to reach out to me re: the desire for the Lands End Blue dress. They do not understand why management will not release this dress even though Cintas has the pattern and material. They believe it will solve multiple problems. I continue to advise them to submit their comments on LINK. In the meantime Lisa has submitted a proposal to Mike Sims that is similar to the metro jacket one. To get the dress into production, X amount have to be ordered through Cintas. She is awaiting an answer. Chad has forwarded messages on to Jabari and me, and keeping us informed of any changes he becomes aware of and reports back to us as needed from the EB This committee is still awaiting the decision on whether or not to move forward with Union paid fabric testing. December 12th Jabari and Lisa had a conference call with the NT to give our input of changes to Article 13. Multiple ideas were discussed and submitted for upcoming contract. Some Flight Attendants are having issues with the cotton pieces and are running into resistance with ACT and management to supply pieces that work. Grievances have been discussed and awaiting word back from F/A's whether or not to proceed. A meeting with management will be taking place in January to go over old and new developments.	

Report From:	Veterans
Submitted Report:	
<u>January 2019 Veterans Committee Report</u> The Veterans Committee Co-Chairman, Denver Flight Attendant Chris Sullivan, reports that the next scheduled meeting of the Transport Workers Union Veterans Committee (TWUVC) will be held in Miami, Florida on February 25-27. Veterans Committee Co-Chairman and Phoenix Flight Attendant Wayne Tipton will attend the meeting with Chris Sullivan. Chris and Wayne are also scheduled to attend the TWU Local 556 Committee Chair Workshop in Dallas, Texas on February 19-21. The Committee sadly reports that Denver Flight Attendant and U.S. Army Chief Warrant Officer 3 Samuel David Picazo passed away on December 9. A memorial service was held at the Soldier's Memorial Chapel at Fort Carson, Colorado on December 19. Chris joined several dozen Denver Flight Attendants and members of Southwest Management at the service. David's service and sacrifice for his country and community were celebrated by all in attendance. Later in December a funeral service was held in David's hometown of Chicago, Illinois. Board Member at Large and U.S. Army Veteran Eric Weis attended on behalf of the Committee. 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.	

Report From:	WISE
Submitted Report:	
The Coalition of Labor Union Women (CLUW) National Executive Board Meeting and SNAP: Sisters Not Afraid of Power – Building for the Future Conference was held November 28-30 in Phoenix. In attendance on behalf of TWU Local 556 and the Women’s Issues, Service, and Education (WISE) Committee was Atlanta Domicile Executive Board Member (DEBM) and Civil and Human Rights Committee (CHRC) Chairperson Pamila Forte, CHRC Co-Chairperson Heather Kelly-Gray, and Denver Shop Steward Jamie Simpson. Jessica would like to thank them for attending and proudly representing Local 556 and the WISE Committee. Please see below for a report from the Conference submitted by Jamie Simpson. The TWU Working Women’s Committee Meeting was held December 13-14 in Brooklyn, New York. In attendance on behalf of Local 556 was 2nd Vice President LaTonia Benoit, Recording Secretary KeyAnder Early, Atlanta DEBM Pamila Forte, Atlanta Shop Steward Michelle Montez, and Oakland Shop Steward Julie Sadowski. Jessica regrets not being able to attend due to being on medical leave. CLUW Conference Report from Jamie Simpson: I would like to start by saying what an honor it was to represent the WISE Committee at the Coalition of Labor Union Women (CLUW) Executive Board Meeting and Conference. We were able to choose a committee meeting that we would like to attend and I chose Legislative/Political Action Committee. We discussed what amendments and propositions coming up in 2019 we need to focus on. I was able to discuss a very important one to our fellow airport employees, the Fight for Fifteen. The minimum wage battle is very close to my heart and something I have been working on with the AFL-CIO. I am now a member of this committee and will work hard to focus on legislation that will affect women and TWU Local 556 Members. I was able to listen to a panel of five amazing women talk about how to create change in our neighborhoods and on Capitol Hill. Athena Salman, Tricia Sauer, Jodi Liggett, Aleiandra Gomez, and Sharon Kirsch were the women who spoke and they touched on issues from sexual assault to women's healthcare to keeping funding in our public schools. I was also able to attend a two-part seminar on the Union’s Role in Addressing Domestic Violence, Sexual Assault, Stalking and Sexual Harassment. The presenters were Janet Hill, CLUW National Vice President, and Mary Jo O’Neill, Regional Attorney, Phoenix office EEOC. We went through how to identify a toxic work environment and I was shocked by how many boxes our work checked. The health and safety issues as well as Union issues left unaddressed erodes confidence in the Union and can grow into workplace	

violence. We worked on what are the best ways to address this. Mary Jo O'Neill was extremely concerned about our workplace and offered to do a training with us. Some quick stats as to why we need this training more than ever.

-2018-

- Retaliation charges increased 48%
- 12% increase in sexual harassment charges filed with the EEOC
- 50% increase in sexual harassment lawsuits
- Overall the EEOC recovered nearly \$70 million for victims of sexual harassment through litigation and administrative enforcement. This is an increase from \$47.5 million in 2017.

This is where Southwest Airlines should be very concerned. One of the things that I couldn't answer was when, if ever, our work group had harassment training. I assumed initial training but honestly, I cannot remember. If I'm not even able to remember if we had it, I'm sure our work group cannot remember what they learned. There were a couple of web addresses we were given to help spread the word to others and they are working on getting the entire slide show uploaded to the CLUW Facebook page.

www.eeoc.gov/eeoc/taskforce/harassment/index.cfm
www.eeoc.gov/EEOC/taskforce/harassment/checklists.cfm
www.workplacesrespond.org/page/harassment-employers/nwlc.org/resources/thats-harassment/

Afterwards Pamila Forte, Heather Kelly-Gray and I had a discussion about what we can do in our workplace to make things safer. Some of the ideas were having a phone line, a lot like CISM, to allow Flight Attendants to reach out for advice when this happens. Having an easy to print copy or just copies in Inflight Lounges of our harassment policy available to all Flight Attendants so if they are ever in an uncomfortable situation they can simply hand the policy to the co-worker and walk away. As soon as I get the slide show I will forward it. There is some really great information in it. We need to have harassment training at Southwest Airlines to not only help protect our employees but the company as well.

Here is a list of the risk factors for harassment, I will highlight a few that describe our workplace perfectly.

- Workplace with significant power disparities, ie. pilots and flight attendants
- Workplace cultures that tolerate or encourage alcohol consumption
- Workforces with many young workers
- Workplaces where some workers do not conform to workplace norms
- Isolated workplaces
- Workplaces where work is monotonous or consists of low-intensity tasks
- Workplaces that rely on customer service or client satisfaction
- Decentralized workplace

- Workplaces with 'high value' employees
- Coarsened social discourse outside the workplace

This is 10 out of 12 risk factors at our workplace and there is a decent argument to add at least one more.

Overall it was a wonderful experience, bonding with women from all over the country to learn how to make our union and government stronger. I want to thank Jessica Parker for giving me this opportunity. I am a CLUW Member and a member on a committee as well. I look forward to continuing my work with them.