



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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FEBRUARY 2019 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
Pamila worked with Collective Liberty to create literature for Human Trafficking Awareness Month for the Domicile Executive Board Members to distribute in every base. CHRC would like to thank Oakland Shop Steward Angie Kilbourne for working with Collective Liberty to create Human Trafficking palm cards to pass out to Members and Posters for the Union Glass Cases. Pamila facilitated the Diversity and Inclusion training for the Executive Board, presented by Rich Brandt CEO of the RDR Group January 14. Pamila, along with CHRC Co-Chairs Heather Kelly-Gray and Latonia Paul Benoit strategized to send eighteen Members to the the AFL-CIO Dr. Martin Luther King Jr Conference in Washington, D.C. Five Members attended an MLK Day event in Atlanta while another four Members attended an event in Houston to observe the MLK Holiday. The CHRC was proud to have a large presence represent TWU Local 556 and would like to thank the Members in attendance for volunteering a portion of their time and agreeing to share hotel rooms in an effort to reduce the costs. Pamila reports that many of the TWU Local 556 Members were experiencing their first time doing work on behalf of the Local in an effort to encourage participation amongst new CHRC Committee Members. While at the Conference in Washington, D.C., Members attended break-out sessions which included discussions about organizing efforts, race, gender, and economic inequality, implicit bias, transforming our work to build a stronger Union, culture change training and the future of the Labor Movement. TWU International hosted a dinner for all TWU Locals registered for the Conference to continue these discussions and encourage networking. Pamila met with International Administrative Vice President Mike Mayes to try to establish quarterly CHRC Meetings with TWU International as well as ways to communicate the lessons learned at the Conference to all TWU Members. Pamila would like to thank the Domicile Executive Board Members and Treasurer John Parrott for making this possible. Pamila and LaTonia gathered Information for the Black History Month article highlighting the activism achievements of TWU International Director of Human and Civil Rights and Working Women's Committee Chair John Bland to be published mid-February. Heather is working with the DEBMs and the PRIDE Parade Committee to get registration complete for the upcoming parades.	

Report From:	CISM
Submitted Report:	
The CISM Team assisted with a total of 161 Incidents and spoke to 272 Flight Attendants during the month of January. CISM Chairperson Eileen Rodriguez and a CISM Team Member debriefed the Crew after the incident in OMA. The CISM Team was present in all 11 Inflight Bases and did lounge mobilizations for 4 days per base after the passing of Herb Kelleher. CISM Chairperson Eileen Rodriguez presented the CISM program to the Inflight Base Managers, Assistant Base Managers and Inflight Supervisors with the FADAP and Pro Standards Chairpersons. CISM Chairperson Eileen Rodriguez attended a meeting with TWU 556 Leaders concerning Sexual assault in the workplace. CISM Chairperson Eileen Rodriguez attended a meeting with the SWA Benefits Team and the SWA Drug and Alcohol Team with FADAP and Pro Standards Chairpersons. CISM, FADAP and Pro Standards began shooting an educational video to present to the membership soon! Aircraft Incident 2 Birdstrike 1 Calls Related to Death of FA 1 Crew Member Illness 4 Death on Board 3 Debriefing - Team Member 3 Declared Emergency 1 Diversion 4 Employee Death 1 FADAP Team Referral 4 FA Death of Family Member 8 FA Illness 7 FA Injury 3 FA Involved in Incident - Off Duty 2 Incident on RON 3 Lounge Mobilization - ATL 4 Lounge Mobilization - BWI 4 Lounge Mobilization - DAL 4 Lounge Mobilization - DEN 4 Lounge Mobilization - HOU 4 Lounge Mobilization - LAS 4 Lounge Mobilization - LAX 3 Lounge Mobilization - MCO 4 Lounge Mobilization - MDW 3 Lounge Mobilization - OAK 4 Lounge Mobilization - PHX 4 Mechanical 2	

Medical Emergency 15
 New Class Presentation 1
 Other 2
 Passenger Misconduct 13
 Personal Issue 29
 Smoke or Fumes in Aircraft 1
 Suicide Attempt/Intervention 1
 Suicide of a Family Member 1
 Turbulence 7

Total Incidents 161
 FAs Assisted 272

Report From:	Communications
Submitted Report:	
Worked on multiple 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, Safety, Health, NOC Events, Shop Steward Committee, LODO, and Satellite Bases), and in system-wide communications. Assisted Committees on idea/project developments. Began a branding guideline for use on all Union publications Management of TWU Local 556 social media Membership communications via email blasts, 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/Phone calls, if not applicable to COM they were forwarded to the appropriate Committee(s). Monitored all news and events regarding Southwest Airlines Created and development a tribute to Herb Video Assisted in the relaunch of the Chat App via videos, and electronic promotions Continued work on quick educational videos for the Grievance Team Please submit story ideas and photos to communications@twu556.org	

Report From:	Education
Submitted Report:	
Amanda reports she met with Grievance Chair and Board Member at Large, Gayle Ross, 2nd Vice President LaTonia Benoit and Treasurer John Parrott in Dallas to discuss the Official TWU Local 556 Facebook Group. She also met with Mob/Org Co-Chair and Board Member at Large Chantil Huskey and Negotiations Task Force Coordinators Susan Johnson and Travis Bruce to discuss the NTF and how to utilize the Official Group with the NTF's activities. Amanda also signed up to be an NTF Agent. Amanda created an education piece about Southwest's earnings in preparation for the company's 4th Quarter and 2018 earnings report. Amanda presented a proposal to the Executive Board to combine the Moderator duties of the Official Group with the responsibilities of the TWU Chat App. She also discussed her plans in how to use the Official Group moving forward. Amanda continues to manage the new member requests and removals for the Official Group. As of January 31st, there are 8,042 members of the Official Group. Amanda attended the Shop Steward conference call on January 25th. She assisted with clarifying questions that were asked during the conference call regarding Reserve sick calls. She is working with Shop Steward Chairperson Lucy White-Lehman and Co-Chairperson Damion West to utilize the Education Shop Stewards. Amanda would like to thank the Executive Board for allowing her to present to them in January.	

Report From:	FADAP
Submitted Report:	
• Dallas-based Flight Attendant Drug and Alcohol Program (FADAP) Coordinator Jodi Nevant made a site visit to Breathe Life Healing Center in Los Angeles on January 5 • FADAP Co-Chairpersons, Natalie Salser and Tom Spillers, attended the Houston Base staff meeting along with Critical Incident Stress Management (CISM) and Professional Standards on January 9 • FADAP Co-Chairpersons participated in the Crew Assistance Program presentation to all of the Inflight Base Managers, in Dallas, on January 23 • FADAP Co-Chairpersons spoke at the Inflight Assistant Base Manager meeting, in Dallas, on January 29 • FADAP Co-Chairpersons met with the Benefits Team and the Southwest Airlines Drug and Alcohol Team on January 30 • FADAP Co-Chairpersons spoke with all of the Inflight Supervisors and recorded a Peer Team video on January 31	

Report From:	Grievance
Submitted Report:	
<i>February 2019</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 193 total grievances: <i>43 terminations</i> <i>9 group grievances</i> <i>43 non-term disciplinary</i> <i>66 Attendance</i> <i>32 individual contract</i> <i>Total Contract Grievances on file: 41</i> <i>Total Discipline Grievances on file: 152</i> <u>Settled and Withdrawn Report:</u> Twelve grievances were settled; seven were settled at the Step 2 level. Forty-five grievances were withdrawn without prejudice. One Flight Attendant released the Union to proceed on his own. Of the sixty-six Attendance grievances, twenty-six were No-Shows, one Unable to Contact, thirteen Failure to Report, eleven Sick Leave 1, one May be Late, and fourteen No-Show Training. The forty-three non-term disciplinary grievances consisted of: twenty-nine written warnings, five final written warnings, five thirty-day suspensions, one six-day suspension, and three violations falling under the “other” category (pass bureau, discussion log entry, etc.). <u>Fact-Finding Meetings:</u> One hundred and twenty-nine fact-finding meetings were held in the bases, in January 2019. <u>Board of Adjustment:</u> FA is being rescheduled (Written Warning) February 19, 2019 FA (SL1) February 21, 2019 FA (Written Warning) March 26, 2019 FA (Final Written Warning)	

March 28, 2019 FA (FTR)

Arbitration Update:

November 8, 2018: FA - Arbitrator William McKee – arbitration was held. Brief submitted.

Arbitrations Scheduled:

March 6, 2019: FA – Arbitrator Vernon.

April 3, 2019: FA – Arbitrator Adler.

April 9, 2019: FA – Arbitrator Gomez.

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 Local 556 and is proceeding on her own. The Company sent a message that her case has been “resolved”.

Flight Attendant released TWU Local 556 and is proceeding on his own regarding his thirty-day suspension for a Social Media Policy infraction.

Upcoming Grievance Meeting:

The Union and Management will be meeting on February 20, 2019 for our monthly grievance meeting.

Report From:	LODO
Submitted Report:	
Friday, January 18th the LODO committee and the Negotiating Committee hosted a conference call open to all Flight Attendants regarding our Destination/Origin (LODO) program. The call was successful, and we had great sharing of ideas, questions, feedback, and comments. There were many Flight Attendants from the LODO Program, non-LODO Flight Attendants, and even New Hire Flight Attendants hired specifically for the LODO program. First, it was acknowledged by all that the LODO Program is vital for some of our destinations. Of course, the question was raised about potentially new LODO destinations. As of today, the Company has only expressed interest in expanding the LODO program to include San Juan (SJU) later this year. It was mutually agreed between both LODO and non-LODO Flight Attendants that there was frustration with LODO Flight Attendants being restricted to only the “A” position. Additionally, both felt that the three-year commitment requirement for New Hire Flight Attendants hired specifically for the LODO program is excessive. We are currently working with the Company on both items. Havana flights were identified by both LODO and non-LODO Flight Attendants as having very high workloads. LODO Flight Attendants also expressed frustration with the quality of LODO pairings indicating they were often repetitive, had short layovers, and multiple legs per day, with limited variety. Further, LODO Flight Attendants continue to be concerned with flexibility, specifically the ability to trade, give away, or drop LODO pairings. It was stated that improving the pairings and flexibility could improve the appeal of the overall program. The LODO program is likely to improve not only with growth as more LODO destinations are added to the Southwest Airlines System, but with more LODO Flight Attendants added. How long before the program will see the anticipated growth, is still uncertain, particularly with the announcement that Southwest Airlines will end service to Mexico City in March 2019. Overall, not only was this our first LODO call, but it was a success, and we look forward to additional collaborative communications moving forward.	

Report From:	MOBORG
Submitted Report:	
MOB/ORG Co-Chair Chantil Huskey met with the NTF the first week of January to solidify the NTF schedule for February and create talking points for the January 29th NTF Lounge Mobilization. NTF Coordinators also secured Lounge Mobilizations for February with potluck meet and greets in all eleven bases as well as finished training material for the LAX NTF Leader Training February 8th to be held in Dallas. Chantil met with SWAPA's MOB/ORG Chair Jean Peck, BMAL Charla Miller, and BMAL Sean Cooley. We spoke about SWAPA's future mobilization events prior to them beginning their negotiations in 2020. We hope to build a strong coalition with SWAPA as we move deeper into our negotiations as well.	

Report From:	New Hire
Submitted Report:	
Joe reports, since the beginning of 2019, he has spoken with Class 402. Prairie Firkus attended the graduation of Class 402. Joe would like to thank Prairie Firkus and Alison Hare for their help making the New Hire folders. Joe is looking forward to working with his new Liaison to the Executive Board, Kay Hogan.	

Report From:	Other
Submitted Report:	
Negotiating Committee Executive Board Update February 2019 <u>JANUARY 2019</u> – The entire Negotiating Committee has been present for all bargaining sessions this month. Union advisors attended as requested by NT – L. Middlebrook, TWU Int'l Representative T. McDaniel and Economist D. Akins. Scheduled Negotiation Dates • Jan 8, 9, 10 – Company Host • Jan *22, 23, **24 – Union Host *Jan 29, 30 – Company Host*The 22 cancelled due to Herb Kelleher's Celebration of Life event ** The 24 cancelled due to SWA Labor Earnings Report Meeting and SWA Union's Labor Summit • A few bargaining dates included full caucus days requested by either party Negotiation Items Reviewed and/or Presented at Sessions • Counter Proposals presented by both Union and Company • Article 7 – Probation Period • Contract Articles opened and presented by Union • Article 13- Uniforms Tentatively Agreed to Article between Union and Company • Article 7 – Probation Period Negotiations Updates Released to Members • NT Update #5 – 01-11-19 • NT Update #6 - 01-25-19 • NT Update #7 – 02-01-19 Satellite Base Test Conference Call • Membership Conference Call at 1:00 pm CST– 01-18-19 • All NT Members participated • Synopsis of call posted on Union Website – 01-30-19 Language of Destination Conference Call • Membership Conference Call at 3:00 pm CST 01-18-19 • All NT Members present for call • LODO Committee Member Egda Avila participated • Synopsis of call posted on Union Website – 01-30-19	

Negotiations Task Force

- Met with NTF Coordinators as necessary to discuss various items - 02-08-19
- Update for February Lounge Mobilization for NTF Leads/Agents Meet & Greet
- Social Media Policy Agreement and issues
- Dallas Meet & Greet held at Union Office 4:30 pm – 02-08-19

Report From:	Other
Submitted Report:	
<u>SATELLITE BASE REPORT</u> Friday, January 18th the Negotiating Committee hosted a conference call open to all Flight Attendants regarding Satellite Bases. A total of 131 Members joined the call. First, the tone of the call was very positive. It's clear that Flight Attendants and Union leadership, (as well as Management through their own communications) want Satellite Bases to continue. Union leadership explained that we are seeking to extend the Satellite Base testing program for the current bases (FLL and AUS), but with improved provisions. The details of those provisions cannot be shared as they are part of ongoing proposals. Our stance is clear – the protections and rights of those in Satellite Bases must be as closely aligned with the protections and rights afforded by our Contract to Flight Attendants in domiciles. We believe that continuing to test the Satellite Bases with enhanced provisions is vital. It will supply both parties with essential data to evaluate the overall program and come to an agreement on permanent language in a future Contract. Overall, Flight Attendants currently based in Satellite Bases reiterated how happy they are to be in such a base. Those formerly based in Satellite Bases did share some frustrations with utilization, lack of Reserves, and the disparity of contractual rights. Your Union leadership agrees that looking down the road; we don't want people to feel "penalized" for simply flying out of a city where they live. Flight Attendants who participated in the call who are not, or have not, been based in Satellite Bases expressed concerns over Reserve usage and Contract disparity, but overall support the premise of Satellite Bases. Union leadership explained the current Satellite Base test agreement has <u>no hard date</u> for the program to end and "auto-renews" itself. While the test language does state the program will continue through the March 2019 bid period, it also has a caveat that requires notification in writing, should either party decide to end the test program, and that the program will then continue for four additional bid periods before ending. As of this writing, neither party has done so, but rather are working to improve the test to capture further data. We are hopeful that improved Satellite Base testing language can be agreed upon in the coming months. Membership feedback is important, so in the coming weeks you will receive an update on when we will be providing a Satellite Base specific survey. We consider the call a great success and look forward to additional collaborative communications moving forward. We are waiting to receive a response to our proposal and for the next batch of data on Satellite base. We are currently scheduling the next meeting in the next few weeks.	

Report From:		Professional Standards	
Submitted Report:			
Category			
Company Policy			
Subtotal	Count	4	
CRM			
Subtotal	Count	12	
FAR			
Subtotal	Count	1	
Hotel			
Subtotal	Count	2	
I.R. Filed			
Subtotal	Count	4	
Not Taken			
Subtotal	Count	4	
Pilot Issue			
Subtotal	Count	1	
Social Media			
Subtotal	Count	2	
Unprofessional Behavior			
Subtotal	Count	1	
Withdrawn			
Subtotal	Count	4	
Total	Count	35	

Report From:	Scheduling
Submitted Report:	
February Scheduling Committee Report The number of line positions that a Flight Attendant could be awarded for the month of March decreased by 419-line positions from 10,196 in February to 9,777 positions in March. The Scheduling Committee left 1849 positions in open time for the month of March in comparison 3 were left in February. The Committee for the month of March wrote an average of 70.12% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an decrease in purity over February by 13.14%. 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 97.42 TFP average work days were 13.85. The contractual numbers above do not include the two satellite bases of FLL and AUS. The AUS Satellite base had an average of 53.73% pure lines, 34.33% weekend off and 35.82% lines containing 3-on/off or 48-hour breaks. The average lines paid 82.2 tfps. The FLL Satellite base had an average of 60.61% pure lines, 30.30% weekend off and 22.73% lines containing 3-on/off or 48-hour breaks. The average line paid 96.67 tfps. The Line Writers for the March Primary Lines were: Shelley Taylor, Ryan Smith, Lisa Trafton, Doreen Argyropoulos, Sheri Tyler, BR Williamson, Rebekah Knox and Xander Ricker. The Line Writers for March Secondary Lines were: Sheri Tyler, Shelley Taylor, BR Williamson, Rebekah Knox and Xander Ricker. Other Committee Work - January 3rd Lyn Montgomery, Liz Howayeck, Denny Sebesta, Don Shipman, and Xander Ricker proposed an updated Satellite Base Agreement, we are in negotiations with management regarding when to meet to discuss this further. - Sean Cooley and Chad Kleibschedel visited during March Primary Writing. There were road blocks during March Primary Build out. As it was explained from Crew Planning there were 13 schedule changes during the month of March as well as pairing that had to be pulled and re-forecasted due to Hawaii pairings. - Angie Kilbourne is gathering and producing educational committee graphs to educate the membership. A quarter review will also be released in the next week.	

Report From:	Scholarship
Submitted Report:	
TWU International is now accepting applications for the Michael J. Quill Scholarship Fund. On January 14, a publication was posted to the TWU Local 556 Website and sent via email to the Membership notifying them of this scholarship opportunity. In addition, Jessica provided Domicile Executive Board Members (DEBMs) with information regarding the Michael J. Quill Scholarship Fund to be included in their upcoming E-Connections. Jessica published a Denver E-Connection on January 30 with this information included.	

Report From:	Shop Steward
Submitted Report:	
<u>SHOP STEWARD COMMITTEE REPORT</u> Held Shop Steward conference call on January 25 Organized and sent out Q&A from Shop Steward Conference Call Sent out Shop Steward Newsletter Shop Steward Committee is continuing to deal with issues surrounding Salesforce, our solution at this time is to attach the PDF instructions to the Shop Steward Newsletter each month. Email Communication with Raychel Armstrong from TWU Local 557 to discuss Allegiant Shop Steward Training Discussion with Professional Standards to come up with a plan on how to deal with Shop Steward Complaints. • Shop Steward Vs Shop Steward issues • Social Media concerns <i>Procedure moving forward is Shop Steward Committee Chairs will turn over these issues for Professional Standard to handle. (This procedure will be communicated to Shop Stewards in next newsletter)</i> Shop Steward Committee Chairs discussed handling all Shop Steward issues that come from the Grievance Team or passing issue along to the appropriate DEBM. <u>To do list:</u> Communicate with Communication Committee to discuss future timeframes for Shop Steward Communications • Set permanent date to be submitted for consistency • Set permanent date to be sent to Shop Stewards for consistency Meet with the Education Chair to discuss a plans for Education Shop Stewards	

Report From:	Survey
Submitted Report:	
Survey Committee Report February 2019 VeAnne reports she will be attending Committee Chairperson training the 3rd week of February.	

Report From:	Uniform
Submitted Report:	
February 2019 Uniform Committee Report Flight Attendants coming off probation are having problems with their anniversary allotments. There is also an issue with a Member continuing to have a deduction from paycheck although pieces have been paid for. Several phone calls over the last months to Wendy Poe in charge of allotments have gone unanswered. Mike Sims assures me he will check into the situation. Individual Member who has had a long term issue getting alternative pieces needed to come back to work has finally been resolved. Will follow up with Member within the week. Meeting: Lisa Happer, Jabari Smith, Chad Kleibschedel, Mike Sims Jamie Dotson, Chrissy Cicero (Cintas) February 5th 2019 Alternative Uniform * Base Leaders have been educated on alternative pieces and procedure during gate checks. We should see a decrease in Members feeling harassed. * Retail list of approved items have been collected for issues re back ordered pieces. * Per our recommendation a retail sweater and dress have been approved for those in the alternative program. I am awaiting the information. * Those in the program will be allowed to return regular line pieces for credit regardless of Wear/wash/alter. Cintas is working on the procedure. * Streamlining procedure is still NOT completed. * ACT paperwork wording change has still NOT been completed by the Legal Dept. Uniform general * Updated material pieces have a hard switch release date of April. Although some pieces are phasing in as sizes are depleted. * Female Vest has been put back into design phase due to negative feedback. * Looking into ways for bases to assure they are compliant with the maternity pieces. * Looking into concepts of a more travel-friendly winter coat * Updated Appearance Standards still going through legal. * Herb tribute scarf/tie discussed. Corporate has discussed with those involved as well as Colleen and Herb's family. No uniform item will be produced at this time.	

In July, Management in conjunction with Cintas will be doing a review of the entire line. They will go over things such as pieces ordered/not ordered, fashion in style/out of style, items to replace/alter/add. The concept and general design of uniforms will not be changing.

The Uniform and Communication Committee will be producing an email to update the Membership on some of these topics in the next few weeks.

Report From:	WISE
Submitted Report:	
On January 24, Leaders from TWU Local 556 met with Members of Southwest Airlines Management, at the request of the Union, to discuss sexual assault and sexual harassment of Flight Attendants while on duty. Those present on behalf of the Union were 2nd Vice President LaTonia Benoit, Atlanta Domicile Executive Board Member Pamila Forte, Denver Domicile Executive Board Member Jessica Parker, Critical Incident Stress Management (CISM) Chairperson Eileen Rodriguez, and attorney for TWU Local 556 Ed Cloutman. Those present on behalf of the Company were Vice President of Inflight Operations Sonya Lacore, Director of Operations Rachel Loudermilk, Director of Security and NOC John Chaussee, and Managing Director Deputy General Counsel Juan Suarez. Jessica is pleased to report that Management was very receptive and willing to address this issue. The following are a few of the items the Union asked the Company to address: • A strong statement from the Company that sexual harassment and/or assault while at work will not be tolerated and violators will face appropriate penalties • Clear reporting procedures for sexual harassment and/or assault be promulgated to all employees • Sexual assault while on duty must be considered an OJI and treated as such by Inflight Leadership • Training for employees on steps to take if they are sexually harassed and/or assaulted while on duty by a Customer or Co-worker • Training for employees on steps to take if sexual harassment and/or assault is reported to them by a Customer or Co-worker Jessica has requested a follow up meeting with all involved parties for a report on what progress has been made on addressing the above mentioned items.	