



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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MARCH 2019 COMMITTEE REPORTS

Report From:	CISM
Submitted Report:	
The CISM Team handled a total of 112 Incidents and spoke to 249 Flight Attendants during the month of February. CISM Chairperson Eileen Rodriguez and a CISM Team Member presented the CISM program to new Hire classes 403,404,405,406 throughout the month of February. CISM Chairpeson Eileen Rodriguez partnered with FADAP and Professional Standards and worked on a new video on Peer Support to be released soon CISM Chairperson attendded a two day TWU556 Committee chairpersons training in February The CISM Team continues to be extremely busy assisting the membership with EAP concerns. Please ensure you have the new CISM Hotline number 214-640-4380	
Aborted Landing Birdstrike Calls Related to Death of FA Crew Member Harassment Debriefing - Team Member Declared Emergency Decompression/Pressurization Diversion FA Death FA Death of Family Member FA Illness FA Injury FA Involved in Incident - Off Duty International Incidents Lounge Mobilization - ATL Mechanical Medical Emergency Other* Passenger Misconduct Personal Issue Sexual Harassment or Assault Smoke or Fumes in Aircraft Suicide Attempt/Intervention Suicide of a Family Member Turbulence	1 1 1 2 2 1 2 3 3 7 4 8 1 1 1 1 26 2 5 28 1 1 1 3 4

Van Accident (RON)	2
Total	112
FAs Assisted	249

Report From:	Education
Submitted Report:	
Amanda reports that she continues to manage the adding and deleting of Members to the Official TWU 556 Facebook Group. She has made posts throughout the month covering different topics such as: the PIN Blackout date (Valentine's Day), bidding reminders to attend the first Membership Meeting, Negotiations Updates, Overlap, etc. Amanda had a conference call with Shop Steward Committee Chairperson Lucy White-Lehman and Shop Steward Committee Co-Chairperson Damion West to discuss ways for the Education Committee and Shop Steward Committee to work together. Amanda will begin to write an education piece for the Shop Steward newsletter. Amanda e-mailed the Education Shop Stewards all of the Contract 101s and how to access them on the TWU Local 556 App and the TWU 556 website. This was her first e-mail to the Education Shop Stewards, and she plans on reaching out to them on a regular basis. Amanda attended the Committee Chairperson Workshop in Dallas on February 19-21. She enjoyed meeting and collaborating with other Committee Chairs and Co-Chairs. Amanda would like to thank the Executive Board members and the Tech Services Committee for coordinating the Workshop.	

Report From:	FADAP
Submitted Report:	
Natalie had a Lunch Meeting with the Right Step Treatment Facility in Dallas Texas February 4. Atlanta Team Member, Beth Kepple monitored the Wings of Sobriety Telephonic Meeting February 17. Co-Chairpersons Natalie Salser and Tom Spillers, attended the TWU556 Committee Chair Workshop In Dallas , February 19-21. Phoenix Team Member Jade Wilson monitored the Wings of Sobriety Telephonic Meeting February 24. The FADAP Co-chairs and The Sr. Manager of Crew Assistance Programs Inflight Ops, Tom Crabtree, attended the FADAP Advisory Board Meeting in Jacksonville Florida February 25-28. We attended a Treatment Center, Sober Living Facilities, and discussed topics regarding current practices and upcoming topics for the September FADAP Conference in Baltimore.	

Report From:	Grievance
Submitted Report:	
<i>March 2019 Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> <i>218 total grievances:</i> <i>42 terminations 9 group grievances 46 non-term disciplinary 78 Attendance 43 individual contract</i> <i>Total Contract Grievances on file: 52 Total Discipline Grievances on file: 166</i> <u>Settled and Withdrawn Report:</u> Twenty-one grievances were settled, and two grievances were accepted; of those eighteen were settled and one was accepted at the Step 2 level. Twenty-four grievances were withdrawn without prejudice. One Flight Attendant released the Union to proceed on her own. Of the seventy-eight Attendance grievances, twenty-four were No-Shows, five Unable to Contact, twenty-six Failure to Report, ten Sick Leave 1, two May Be Late, one Bonus May Be Late and ten No-Show Training. The forty-six non-term disciplinary grievances consisted of: thirty-one written warnings, seven final written warnings, five thirty-day suspensions, one six-day suspension, and two violations falling under the “other” category (pass bureau, discussion log entry, etc.). <u>Fact-Finding Meetings:</u> Ninety-three fact-finding meetings were held in the bases, in February 2019. <u>Board of Adjustment:</u> March 19, 2019 (Written Warning) March 26, 2019 (Final Written Warning) March 28, 2019 (FTR) April 23, 2019 (FTR) April 25, 2019 (FTR)	

Arbitration Update:

FA - Arbitrator William McKee – Grievance Denied. Company Award.

Arbitrations Scheduled:

March 6, 2019: FA. One day of testimony was heard. Another day is being scheduled.

April 3, 2019: FA – Arbitrator Adler.

April 9, 2019: FA– Arbitrator Gomez.

April 18, 2019: FA– Arbitrator Franceiwicz.

FA – waiting for available dates with Arbitrator Briggs.

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 regarding her Drug and Alcohol Policy Termination.

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

Chat App

We have now received over 1200 Chat Apps. Adding additional coverage for weekend hours.

Upcoming Grievance Meeting:

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

Report From:	LODO
Submitted Report:	
The LODO Committee met with Management LODO representatives on March 4. Subcommittee Members President Lyn Montgomery, Negotiator LaShaye Hutchinson, and Egda Avila were present for the Union. Management leaders present were Senior Manager Crew Ops Support and Analysis Claire Taitte, Senior Manager Onboard Experience and Support Kevin Clark, and Senior Director Labor Relations Brendan Conlon. Discussions at the Meeting • The Union asked why there was not follow up to the draft agreement. • The Union productivity pay program not being extended to SJU and communication to the Union. • The Union shared feedback from Members who are in the current program. • Inequities created in the program between new hires and current LODOs. • Displacing LODO's. • LODO Supervisors • 3 months base commitment. • The program should be beneficial so that there are benefits to the program. • Management shared their displeasure that the Union communicated their intention of placing new hire LODOs in a base prior to any LODO openings. • Management had tentatively agreed to lowering the three-year commitment period for new hires but is no longer wanting to reduce it. Management reports less than 1% of LODO flights depart without a LODO. The LODO committee continues to take suggestions and input from current LODOS, new hires and Members outside the program. Email the LODO committee at LODO@twu556.org	

Report From:	MOBORG
Submitted Report:	
• February 5 - 7 MOB/ORG Co-Chair Chantil Huskey met with NTF Coordinators Susan Kern and Travis Bruce on to finalize all NTF Leader and Agent Meet and Greet as well as the second NTF Leader training to be held February 8th in Dallas. • February 7th Chantil flew to PHX with BMAL Sean Cooley to attend a mobilization event with SWAPA. • February 8th Chantil and Sean held an impromptu lounge mobilization in PHX and then flew back to BNA. • February 17th Chantil flew to PHX to be in place for the following day for NTF Lounge Mob and NTF Leader and Agent Meet and Greet. • February 18th Chantil was in the lounge with NTF Leader Bill Bradley. We then attended the Meet and Greet held by Ray Presnal with 10 attendees. • February 19th Chantil flew back to Dallas to attend the Committee Chair Workshop. • Chantil flew home from Dallas February 22nd having to reschedule the LAS NTF Leader and Agent Meet and Greet due to cancelled flights in LAS. • Chantil flew to MDW February 26th, did a lounge mobilization with Mark Hoewich and then attended the MDW NTF Leader and Agent Meet and Greet with 8 NTF Leaders and Agents in attendance. Chantil then flew that evening from MDW to BWI. • February 27th was in the BWI lounge holding an NTF Lounge Mobilization. Chantil then attended the NTF Leader and Agent Meet and Greet held by Michele Ryder. • February 28th Chantil sent full updates of NTF Leader and Agent inquiries to the NTF and the NT, and flew back to BNA that evening. • March 4th Chantil held a Lounge Mobilization in HOU regarding the changes to FMLA, Crew Hub App, and supporting AMFA. • March 5th Chantil held a Lounge Mobilization in MCO with volunteer Drew Shy regarding the same issues as stated above. • March 6th Chantil held a Lounge Mobilization with volunteer Carolyn Jainrayan in BWI regarding the above issues.	

Report From:	Other
Submitted Report:	
Satellite Base Test Agreement Update March 2019 <u>JANUARY 2019</u> 01-18-19 Satellite Base Conference Call for Members • Call began at 1300 Central Time and lasted approximately 50 minutes • All NT Members participated in the call and T. Bruce facilitated the introduction and incoming questions • Total of 131 Members joined the call • Synopsis of conference call posted on TWU 556 website <u>MARCH 2019</u> 03-01-19 NT is developing a Satellite Base Survey for all Members • NT working with Tech Services on contracting company compatible with salesforce, testing and roll out. • Consulting with Union Survey Committee Chair VeAnn Reeder • Timeline for rollout to Membership is end of March 03-08-19 Meeting with Management on Satellite Base Test Agreement Attendees: Union – L. Montgomery, A. Ricker, L. Howayek, D. Sebesta, L. Le (Notes scribe) Company – B. Conlon, C. Taitte, W. Shaw, B. Grant • Reviewed statistical data on cost factors provided by Management • Company submitted counter-proposal in response to Union proposal • Some discussion between parties for clarification • Union will review proposal and check calendar for next meeting date(s) • Scheduled internal Team meeting for 03-18 to review and prepare response to Company proposal	

Report From:	Professional Standards
Submitted Report:	
Professional Standards Activity Report For February 2019	
Company Policy	4
CRM	1
Employee Relations	2
Hotel	1
I.R. Filed	2
Not Taken	2
Social Media	2
Unprofessional Behavior	6
Withdrawn	2
TOTAL	25
Positive Resolution	14
Negative Resolution	1
Unresolved*	10
*Unresolved includes case categories: I.R. Filed, Not Taken and Withdrawn, and also cases where parties could not be reached.	
Base Information	
ATL	5
BWI	4
DAL	3
DEN	1
HOU	3
LAX	3
MDW	3
PHX	3
TOTAL	25

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, Sean Doyle Date: March 8, 2019 Re: March 2019 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 - 301 <table border="1"> <thead> <tr> <th>ID</th> <th>Event Date</th> <th>Status</th> <th>Summary</th> </tr> </thead> <tbody> <tr> <td>6969</td> <td>11/9/2018</td> <td>Sent to ERC for review</td> <td>OWWE/PAX BRIEFED AFTER DOOR CLOSURE - This flight had so much drama we were dealing with that I forgot to brief my exit before the front door was shut.</td> </tr> <tr> <td>7405</td> <td>1/12/2019</td> <td>Sent to ERC for review</td> <td>IEFB/MISSING IEFB - left iPad on flight ##### the previous day</td> </tr> <tr> <td>7406</td> <td>1/14/2019</td> <td>Sent to ERC for review</td> <td>IEFB/MISSING IEFB - Flew accidentally without IEFB for 2 flights.</td> </tr> <tr> <td>7412</td> <td>1/15/2019</td> <td>Sent to ERC for review</td> <td>GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Oversized carry-ons brought onboard</td> </tr> <tr> <td>7424</td> <td>1/16/2017</td> <td>Sent to ERC for review</td> <td>GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Failure to screen carry-ons</td> </tr> <tr> <td>7425</td> <td>1/17/2019</td> <td>Sent to ERC for review</td> <td>GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Oversized carry-ons brought on a/c</td> </tr> <tr> <td>7430</td> <td>1/18/2019</td> <td>Sent to ERC for review</td> <td>IEFB/NON-FUNCTIONING - My electronic flight bag froze, and does not allow access to the manual</td> </tr> <tr> <td>7434</td> <td>1/18/2019</td> <td>Sent to ERC for review</td> <td>AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Slide malfunction</td> </tr> </tbody> </table>		ID	Event Date	Status	Summary	6969	11/9/2018	Sent to ERC for review	OWWE/PAX BRIEFED AFTER DOOR CLOSURE - This flight had so much drama we were dealing with that I forgot to brief my exit before the front door was shut.	7405	1/12/2019	Sent to ERC for review	IEFB/MISSING IEFB - left iPad on flight ##### the previous day	7406	1/14/2019	Sent to ERC for review	IEFB/MISSING IEFB - Flew accidentally without IEFB for 2 flights.	7412	1/15/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Oversized carry-ons brought onboard	7424	1/16/2017	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Failure to screen carry-ons	7425	1/17/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Oversized carry-ons brought on a/c	7430	1/18/2019	Sent to ERC for review	IEFB/NON-FUNCTIONING - My electronic flight bag froze, and does not allow access to the manual	7434	1/18/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Slide malfunction
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7438	1/18/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - 1st opportunity to get food.
7439	1/18/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - No time for food @ start of day
7461	1/23/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Blocked exits
7462	1/22/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB on other airplane during an aircraft swap
7466	1/24/2019	Sent to ERC for review	IEFB/MISSING IEFB - Lost EFB
7472	1/25/2019	Sent to ERC for review	CABIN READINESS/POC PLACEMENT\USE - Did not stow person oxygen in row one
7474	1/25/2019	Sent to ERC for review	CRM/CABIN CREW - CREW MEMBER REFUSAL TO FOLLOW FAM PROCEDURES AND ATTITUDE/PUSHBACK
7476	1/25/2019	Sent to ERC for review	CRM/CABIN CREW - Delay of flight and continuing diminished safety standards due to SWA requiring me remain onboard
7477	1/26/2019	Sent to ERC for review	CRM/CABIN CREW - Failure to follow outlined secure cabin procedures due to an ongoing high stress and hostile work environment.
7482	1/26/2019	Sent to ERC for review	CRM/CABIN CREW - Failure To Brief W/C PAX for evacuation procedure due to ongoing Crew Conflict Issues
7486	1/28/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER TAKEOFF - After passengers were briefed in the emergency exit another passenger moved into the exit row. I briefed her during cruise
7487	1/26/2019	Sent to ERC for review	MAINTENANCE/OTHER - Seatbelt signs
7488	1/27/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - moderate turbulence. Capt. discontinued service. PAX loitered in aft galley waiting for lav
7489	1/29/2019	Sent to ERC for review	IEFB/MISSING IEFB - Had to get new iPad
7490	1/29/2019	Sent to ERC for review	IEFB/MISSING IEFB - I forgot my iPad at the hotel
7491	1/29/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Failure to report nuisance mask
7492	1/29/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Personal item in cabinet with equipment
7493	1/24/2019	Sent to ERC for review	IEFB/NON- FUNCTIONING - delay of flight due to iefb not able to sync
7494	1/26/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - International bag was not loaded on board as requested from reporting to gate

7495	1/30/2019	Sent to ERC for review	BOARDING/FA NOT IN BOARDING POSITION - Unable to be in boarding position
7496	1/30/2019	Sent to ERC for review	BOARDING/FA NOT IN BOARDING POSITION - Not in boarding position
7497	1/31/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - Prohibited item planted in fwd 800Max G2
7498	1/30/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Alcohol Related
7499	1/29/2019	Sent to ERC for review	IEFB/MISSING IEFB - I accidentally left IPAD in the forward cabin jumpseat
7500	1/31/2019	Sent to ERC for review	IEFB/MISSING IEFB - Flying a flight without Manual.
7501	1/30/2019	Sent to ERC for review	IEFB/NON-FUNCTIONING - iPad broke during this flight
7502	1/29/2019	Sent to ERC for review	IEFB/NOT SYNCHED - I was unaware that IFB update prompted the day before while charging for upcoming trip failed.
7503	1/30/2019	Sent to ERC for review	IEFB/OTHER - My sled was taken or possibly lost.
7504	2/1/2019	Sent to ERC for review	TSA/SECURITY CHECK POINT RELATED - Security issue
7505	2/1/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - Failed to notice the Aft Entry Door had blue security seal before we pushed back. Left seal intact till we arrived STL
7506	2/1/2019	Sent to ERC for review	IEFB/MISSING IEFB - paper copy of IEFB was not ready.
7507	1/31/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/PASSENGER - We had a medical emergency in the FWD part of the cabin and at one point the AFT part was unsupervised.
7508	2/1/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/CREW NON-COMPLIANCE - Contacted flight deck during sterile flight deck
7509	2/1/2019	Sent to ERC for review	CABIN READINESS/PAX NOT SEATED - Passenger in lavatory upon landing
7510	2/1/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Aircraft door closed prior to cabin being secured.
7511	2/2/2019	Sent to ERC for review	UNSAFE ACTIVITY/OTHER - Flight Attendants B and D would not sit down after told us to take our seats.
7512	2/1/2019	Sent to ERC for review	IEFB/MISSING IEFB - Lost EFB: printed one in MSY
7513	2/2/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Getting food as crew member to take prescription with food
7514	2/2/2019	Sent to ERC for review	IEFB/MISSING IEFB - I left my EFB on Aircraft I arrived on into Phoenix.
7515	2/2/2019	Sent to ERC for review	IEFB/MISSING IEFB -

left IEFB on MCO excl. plane

7516 2/2/2019 Sent to ERC for review MAINTENANCE/GIRT

BAR J HOOKS - Girt bar fell out of the bracket.

7517 2/3/2019 Sent to ERC for review IEFB/MISSING IEFB - I

forgot my iPad in the MDW lounge

7518 2/3/2019 Sent to ERC for review IEFB/NOT SYNCHED -

Forgot to sync iefb

7519 2/3/2019 Sent to ERC for review CRM/CABIN CREW - I

was not notified boarding was beginning. I was not in my boarding position

7520 2/3/2019 Sent to ERC for review CHILD RESTRAINT

SYSTEM/IMPROPER PLACEMENT - Car seat (CRS) placed in row 11 which is directly fwd of the emergency exit seats.

7521 2/3/2019 Sent to ERC for review ALCOHOL/PAX SIGNS

OF INTOXICATION - Refused customer alcohol

7522 2/4/2019 Sent to ERC for review GROUND OPS

COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Delay of flight due excessive bags, ops supervisor tried to close AC door when cabin not secure, OWE not briefed

7523 2/4/2019 Sent to ERC for review CABIN PET\SERVICE

ANIMAL/OTHER - Dog carrier in bulkhead row

7524 2/4/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/OTHER - Delay of flight for having to get food.

7525 2/4/2019 Sent to ERC for review TURBULENCE/OTHER -

Customer service

7526 2/4/2019 Sent to ERC for review TURBULENCE/OTHER -

Flight deck failed to communicate anticipated turbulence or address it once we encountered it mid-flight.

7527 2/4/2019 Sent to ERC for review OWE/PRE-BOARD

PAX OCCUPIED EXIT SEAT - Pre-boarded passenger moved from seated position to an exit row seat.

7528 2/4/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/OTHER - My Company ID expired at the end of January.

7529 2/4/2019 Sent to ERC for review CABIN

EQUIPMENT/FIRST AID - FAK, hazard cleanup kit, and rescue mask all needed to be replaced and only FAK was replaced

7530 2/4/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/OTHER - Boarded aircraft without company identification

7531 2/4/2019 Sent to ERC for review SPECIAL PAX/COS -

Extra seat at the over wing exit

7532 2/2/2019 Sent to ERC for review CABIN

EQUIPMENT/EMERGENCY EQUIPMENT - The AFT Megaphone appears to be installed in a non-standard manner. Handle extending slightly out of galley space.

7533 2/1/2019 Sent to ERC for review MINIMUM

CREW/BOARDING - minimum crew violation

7534	2/3/2019	Sent to ERC for review	IEFB/MISSING IEFB - misplaced iPad
7535	2/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - I left my IEFB charging in the BWI lounge
7536	2/5/2019	Sent to ERC for review	CRM/CABIN CREW - Aircraft pushed back before emergency equipment in aft galley was checked & aft doors were armed
7537	2/2/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Clear Zone Violation
7538	2/4/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Armed door, strap displayed unarmed
7539	2/6/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER TAKEOFF - "C" FA forgot to brief the OWWE, remembered when cleared. Thought I saw her but she was chatting.
7540	2/4/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Pilots distracting during door disarming
7542	2/6/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - I forgot my passport
7543	2/6/2019	Sent to ERC for review	CABIN EQUIPMENT/LAVATORY - Aft lavatory doors placarded to lock during taxi, takeoff, and landing without known corresponding procedures
7544	2/6/2019	Sent to ERC for review	TURBULENCE/OTHER - Very short 41-minute flight with turbulence, didn't finish cabin cleanup and get in jumpseat quick enough.
7545	2/5/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - PAX was moved from exit row to another seat due to leg brace during taxi
7546	2/4/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/CABIN CREW - hurt my shoulder helping a pax put their roller bag in the OHB
7547	2/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - Did not have IEFB with me
7548	1/30/2019	Sent to ERC for review	CRM/AGENTS - Carry On bags blocking emergency exits
7549	2/7/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Oversized carry-ons brought onboard
7550	2/7/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iPad on the plane before
7551	2/5/2019	Sent to ERC for review	OWWE/PETS IN OWWE - Undetected dog carrier in exit row.
7552	2/6/2019	Sent to ERC for review	IEFB/MISSING IEFB - Retrieving I pad from OPS and Delay of a flight
7553	2/7/2019	Sent to ERC for review	TURBULENCE/OTHER - Crew safety

7554	2/7/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB on previous aircraft.
7555	2/7/2019	Sent to ERC for review	IEFB/MISSING IEFB - left IPAD on previous aircraft
7556	2/8/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - Security Check
7557	2/4/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iefb/iPad on previous flight leg
7558	2/7/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - security seal on aft non-provisioning door. Seal #####
7559	2/8/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DOOR PROCEDURE\OTHER DEPARTMENT - Galley door opened by provisioning before door disarmed
7560	2/7/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/PASSENGER - PAX with active MRSA case on board. NONE of the crew notified so that we could take precautions against infection
7561	2/4/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - left the aircraft
7562	2/7/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Boarding lights
7563	2/6/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - minimum crew requirement
7564	2/9/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - inbound crew deplaned leaving through pax unattended
7565	2/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Missing IEFB
7566	2/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - I left my manual at the hotel.
7567	2/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iPad on last aircraft and had to run back to get it
7568	2/9/2019	Sent to ERC for review	IEFB/NON FUNCTIONING - FAM was not accessible
7569	2/9/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Parents in Exit row
7570	2/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iEfb at hotel.
7572	2/10/2019	Sent to ERC for review	IEFB/LOW BATTERY - not fully charged iPad
7573	2/10/2019	Sent to ERC for review	IEFB/MISSING IEFB - iPad taken off plane
7574	2/10/2019	Sent to ERC for review	IEFB/MISSING IEFB - IFEB was left at the gate in MDW
7575	2/9/2019	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT - Megaphone wasn't working. Maintenance didn't have batteries. Capt. used his. Wasn't working again upon landing in PHX
7576	2/10/2019	Sent to ERC for review	CABIN

EQUIPMENT/COMMUNICATION SYSTEM - Boarding without pilots
7577 2/10/2019 Sent to ERC for review GROUND OPS
COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE
CABIN SECURED - Operations agents closing the FWD entry door without
checking if the cabin is secure.

7578 2/9/2019 Sent to ERC for review NON-COMPLIANCE
WITH FARs, POLICIES, AND PROCEDURES/PAX NON COMPLIANCE -
Passenger lit up a cigarette in the aft lav

7579 2/11/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/DISARMING PROCEDURE - Cross check was completed, I
verified the bar was removed and didn't notice the strap was still in place.

7580 2/9/2019 Sent to ERC for review IEFB/MISSING IEFB - I
didn't have my iPad

7581 2/11/2019 Sent to ERC for review IEFB/OTHER -
REQUIRED ITEM(S) -IPAD SLED

7582 2/10/2019 Sent to ERC for review NON-COMPLIANCE
WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE -
pax misconduct, non-compliance, theft, obstruction of safety related duties

7583 2/1/2019 Sent to ERC for review PREFLIGHT
DUTIES/EQUIPMENT CHECKS - I don't remember if I asked the C FA if the
overwing exit was briefed and if I did equipment check

7584 2/11/2019 Sent to ERC for review IEFB/LOW BATTERY -
Failure to have EFB at 90%

7585 2/11/2019 Sent to ERC for review IEFB/MISSING IEFB -
Missing iPad

7586 2/11/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - Taxing
in announcements was not done.

7587 2/10/2019 Sent to ERC for review TURBULENCE/OTHER -
Unable To Complete Full Service Due To Heavy Moderate Turbulence -
Dangerous To be Out Of Our Jumpseats

7588 2/11/2019 Sent to ERC for review GROUND OPS
COMMUNICATION\PROCEDURES/OTHER - Operations agent did not
check any of the flight attendant's ID's prior to FA's entering the jetway to the
aircraft.

7589 2/11/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/ARMING PROCEDURE - PA was not made or not heard and
back doors were not armed before flight deck door was closed

7590 2/10/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/ARMING PROCEDURE - I witnessed the D flight attendant
arming door before the fwd entry door was closed, and disarming door early on
arrival

7591 2/11/2019 Sent to ERC for review IEFB/MISSING IEFB -
Manual missing

7592 2/11/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - I cracked the door after
the provisioning agent knocked; the slide was still engaged but did not deploy.

7593 2/11/2019 Sent to ERC for review NON-COMPLIANCE

WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE -
Deadheading flight attendant standing in the aisle insisting on handing out
snacks when seatbelt sign illuminated

7594 2/10/2019 Sent to ERC for review JUMPSEAT/EXTRA
CABIN JUMPSEAT RIDER - Non rev flight attendant texting etc. on cell
phone during taxi, take off and below 10,000 feet

7595 2/10/2019 Sent to ERC for review CRM/PILOTS - Pax 29A
non compliant and verbally aggressive

7597 2/12/2019 Sent to ERC for review CABIN
EQUIPMENT/EMERGENCY EQUIPMENT - Emergency equipment in
improper locations.

7598 2/9/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/OTHER - Customs Forms Not Handed
Out to Pax

7599 2/10/2019 Sent to ERC for review SPECIAL PAX/OTHER -
Problem with LEO and storage of his Weapon

7600 2/12/2019 Sent to ERC for review IEFB/MISSING IEFB -
Lost iefb and Sled

7601 2/12/2019 Sent to ERC for review IEFB/MISSING IEFB - I
left my EFB in the lounge charging and had it brought to me during boarding by
a supervisor-

7602 2/11/2019 Sent to ERC for review JUMPSEAT/NOT
SECURED IN JUMPSEAT TAKEOFF\LANDING - Not on Jumpseat during
landing

7603 2/13/2019 Sent to ERC for review IEFB/LOW BATTERY - I
didn't have my iPad at 90% was at 71%

7604 2/13/2019 Sent to ERC for review IEFB/MISSING IEFB -
Missing ipad

7605 2/13/2019 Sent to ERC for review PILOT
COMMUNICATION\PROCEDURES/LANDING NOTIFICATION - Failed to
properly secure galley and cabin due to lack of communication from flight
deck.

7606 2/12/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/DISARMING PROCEDURE - Made FA disarm announcement
and Jet bridge not moving

7607 2/12/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/OTHER - ID expired at out station

7608 2/13/2019 Sent to ERC for review JUMPSEAT/NOT
SECURED IN JUMPSEAT TAKEOFF\LANDING - FA A Doing Compliance
on Take Off Roll

7609 2/13/2019 Sent to ERC for review OWWE/PAX BRIEFED
AFTER DOOR CLOSURE - One gentleman said I didn't brief OW other pax
said I did. I debriefed and filed ASAP

7610 2/13/2019 Sent to ERC for review MINIMUM
CREW/THROUGH FLIGHT - Only 1fa on with thru passengers by accident.

7611 2/13/2019 Sent to ERC for review IEFB/MISSING IEFB -
Left IEFB on flight.

7612 2/13/2019 Sent to ERC for review IEFB/MISSING IEFB - I

left my iPad on the plane and realized I didn't have it when I was on my DH.

7613	2/13/2019	Sent to ERC for review	IEFB/LOW BATTERY - IEFB below 90%
7614	2/14/2019	Sent to ERC for review	OWWE/PETS IN OWWE - during service found a dog at over wing, in a black bag, not pet. Carrier, asked to move for remainder
7615	2/14/2019	Sent to ERC for review	CRM/AGENTS - Ontime Performance Operational Factors
7617	2/14/2019	Sent to ERC for review	IEFB/MISSING IEFB - Couldn't find iPad during a pre-check/ found it later
7618	2/14/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Recycle forward entry door without disarming
7619	2/13/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - Security check paperwork not signed.
7620	2/14/2019	Sent to ERC for review	CRM/AGENTS - Boarding one hour prior to scheduled departure due to late arriving passengers
7621	2/14/2019	Sent to ERC for review	OWWE/PETS IN OWWE - animal in exit row
7622	2/15/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - 45-minute report for international flights
7623	2/15/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Ops agent started boarding. Flight attendants were still tidying aircraft and not in boarding positions
7624	2/14/2019	Sent to ERC for review	JUMPSEAT/DID NOT OCCUPY ASSIGNED JUMPSEAT - Landed in Aft Jumpseat, instead of assigned FWD jumpseat
7625	2/8/2019	Sent to ERC for review	IEFB/NOT SYNCHED - Stopped boarding and did not allow passengers on plane Since I had to step off aircraft to Sync IEFB per FAR safety regulations.
7626	2/15/2019	Sent to ERC for review	IEFB/MISSING IEFB - IEFB stolen
7627	2/15/2019	Sent to ERC for review	JUMPSEAT/EXTRA CABIN JUMPSEAT RIDER - 4th sleeping on jump seat, wearing headphones, watching TV during takeoff/landing
7628	2/15/2019	Sent to ERC for review	ALCOHOL/CONSUMED OWN ALCOHOL - PAX boarding with alcohol
7630	2/15/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Predeparture compliance checks
7631	2/15/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - I failed to give opening PA
7632	2/14/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left iPad on previous a/c during swap. Found during setup for next flight
7633	2/15/2019	Sent to ERC for review	BOARDING/FA NOT IN BOARDING POSITION - Briefing with Captain and addressing an issue with a

large roller bag in first overhead bin

7634	2/15/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - Forgot arrival announcement.
7635	2/13/2019	Sent to ERC for review	CRM/PILOTS - Safely concern missing exit row placard
7636	2/15/2019	Sent to ERC for review	ALCOHOL/PAX SIGNS OF INTOXICATION - Alcohol
7637	2/8/2019	Sent to ERC for review	IEFB/MISSING IEFB - left across street at hotel charging
7638	2/15/2019	Sent to ERC for review	IEFB/MISSING IEFB - IFB
7639	2/15/2019	Sent to ERC for review	SECURITY/OTHER - Pax gave me a box cutter didn't know origin in his bag, didn't see mgr. gave to provisioned (they use them) filed ASAP
7640	2/14/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left F/A Manual and apron on inbound AUS flight. We had unscheduled aircraft change.
7641	2/14/2019	Sent to ERC for review	OWWE/PREBOARD PAX OCCUPIED EXIT SEAT - Unsure if pre-board sat in exit row
7642	2/15/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/PASSENGER - Passenger illness
7643	2/16/2019	Sent to ERC for review	IEFB/MISSING IEFB - IEFB was not present
7644	2/17/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Possibly delay of flight
7645	2/16/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Feet on bulkhead wall
7646	2/17/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - ROC allowed on/ boarded a non-rev with just me (1j FA onboard).
7647	2/12/2019	Sent to ERC for review	SECURITY/PAX MISCONDUCT (THREAT LEVEL) - Passenger attempted to open Main Cabin Door and Flight Deck Door in flight.
7648	2/17/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/CABIN CREW - Hard Landing Causing Injury
7649	2/12/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - pax had large box securely stowed under window seat stowage area, flight not full, pax sat aisle, row empty.
7650	2/17/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - I failed to disarm my doors!
7652	2/18/2019	Sent to ERC for review	CRM/AGENTS - Deplaning on maintenance delay
7653	2/17/2019	Sent to ERC for review	IEFB/OTHER - Safety related, FA not storing EFB in proper location
7654	2/18/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB onboard last aircraft flight #####, did not have it for Flight #####

7655	2/18/2019	Sent to ERC for review	SECURITY/FLIGHT DECK DOOR NOT LATCHED/LOCKED - Failure in locking flight deck door
7656	2/18/2019	Sent to ERC for review	CABIN READINESS/POC PLACEMENT\USE - Wheelchair Passenger sat in front row of aircraft with POC under her seat (in front of Row 2)
7657	2/19/2019	Sent to ERC for review	CRM/PILOTS - Push back before Flight Deck door closed
7658	2/15/2019	Sent to ERC for review	IEFB/OTHER - Required item-iPad sled
7659	2/18/2019	Sent to ERC for review	BOARDING/OTHER - Boarded with no pilots, aircraft off
7660	2/19/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER DOOR CLOSURE - failure to ask C if exit rows had been briefed prior to door closure. Briefing was complete before pushback
7661	2/19/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - The girt bar was not totally in brackets. Slide did not blow, but slid out of container.
7662	2/20/2019	Sent to ERC for review	IEFB/LOW BATTERY - Failed gate check
7663	2/20/2019	Sent to ERC for review	IEFB/MISSING IEFB - Discovered I inadvertently left my IEFB on previous flight due to aircraft swap & I had flown BWI to HOU sans IEFB
7664	2/20/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Could not preflight under the sink in the lav. maintenance taped it off prior to me boarding Captain said it was ok
7665	2/20/2019	Sent to ERC for review	IEFB/MISSING IEFB - right before boarding I couldn't find my iPad I notified scheduling and boarding was held iPad was found before boarding
7666	2/21/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - inflight sup doing audit notified me that pax wasn't wearing seat belt, asked the pax to buckle and they complied
7667	2/21/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - flight attendant used her feet to arm slide into brackets
7668	2/18/2019	Sent to ERC for review	IEFB/MISSING IEFB - I accidentally left my iPad on the plane
7670	2/22/2019	Sent to ERC for review	IEFB/NON-FUNCTIONING - Unable to charge iPad
7671	2/21/2019	Sent to ERC for review	IEFB/MISSING IEFB - I lost my iefb
7672	2/21/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Inadvertently and unknowingly flew this flight with an expired company ID badge
7673	2/21/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Jetway was pulled back with cabin door half open
7674	2/21/2019	Sent to ERC for	

review	JUMPSEAT/EXTRA CABIN
JUMPSEAT RIDER - 4th jump seater almost popped slide	
7675 2/22/2019	Sent to ERC for review AIRCRAFT
DOOR\SLIDE/DISARMING PROCEDURE - Provisioning agent attempted to open an armed galley service door.	
7676 2/22/2019	Sent to ERC for review CABIN
READINESS/GALLEY NOT SECURE - Galley latch was secure but opened.	
7677 2/23/2019	Sent to ERC for review
review	MAINTENANCE/GIRT BAR J
HOOKS - Girt bar/Door	
7678 2/22/2019	Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/OTHER - EXCESSIVE TRASH IN AFT LAV INBOUND. CARTS NOT EMPTIED FOR NEW FLT. MORE TRASH LEFT IN AFT LAV.	
7679 2/24/2019	Sent to ERC for review CABIN
READINESS/POC PLACEMENT\USE - Passenger seated on aisle with POC	
7680 2/23/2019	Sent to ERC for review CABIN AIR
QUALITY/FUMES - Fuel spill	
7681 2/22/2019	Sent to ERC for review CRM/AGENTS - Failure to have child over 2 in a seat
7682 2/23/2019	Sent to ERC for review BOARDING/FA NOT IN BOARDING POSITION - Not in boarding position because of assisting paraplegic pax on board.
7683 2/23/2019	Sent to ERC for review IEFB/MISSING IEFB - I discovered that I had left my IEFB charging in the DEN lounge once I started to get up for service.
7684 2/24/2019	Sent to ERC for review OWWE/PREBOARD
PAX OCCUPIED EXIT SEAT - Pre-board passengers sat at the OWWE	
7685 2/23/2019	Sent to ERC for review IEFB/MISSING IEFB - I forgot my iPad at home.
7686 2/24/2019	Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - No DEMO	
7687 2/23/2019	Sent to ERC for review MAINTENANCE/GIRT BAR J
HOOKS - Provision unable to open FWD Galley Service Door	
7688 2/24/2019	Sent to ERC for review AIRCRAFT
DOOR\SLIDE/ARMING PROCEDURE - Air start procedure required deviation from door arming procedure per the captain	
7689 2/24/2019	Sent to ERC for review IEFB/MISSING IEFB - Left my IEFB on the plane after aircraft swap
7690 2/24/2019	Sent to ERC for review IEFB/MISSING IEFB - Left iPad in galley of overnight plane and realized in the morning when getting everything together for the day
7691 2/22/2019	Sent to ERC for review IEFB/MISSING IEFB - I left my EFB on the aircraft swap and went back to retrieve it immediately before boarding.
7693 2/25/2019	Sent to ERC for review IEFB/NOT SYNCHED - Was not able to sync iPad before training started because of no wi-fi

7694	2/21/2019	Sent to ERC for review	IEFB/LOW BATTERY - iPad battery drained to 48 percent from time I left commuter hotel to the report time at gate
7695	2/25/2019	Sent to ERC for review	CABIN EQUIPMENT/COMMUNICATION SYSTEM - Operation supervisor boarded plane with no power/inflight supervisor said it was ok
7696	2/23/2019	Sent to ERC for review	SPECIAL PAX/UMs - Didn't receive UM paperwork from OP's
7697	2/19/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Disorder and disarray impacts duties and causes confusion for work groups and passengers
7698	2/25/2019	Sent to ERC for review	IEFB/MISSING IEFB - Aircraft swap left behind the
7699	2/26/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Gate check interrupts flight attendant duties
7700	2/24/2019	Sent to ERC for review	IEFB/MISSING IEFB - EFB was left on last aircraft. I didn't have EFB
7701	2/23/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - leave A/C momentarily to explain to ops and parent why um needed to go on next flight
7702	2/25/2019	Sent to ERC for review	JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF\LANDING - Was not in my jump seat and didn't inform we were ready for departure
7703	2/26/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Passenger seatback not locking properly
7704	2/26/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER DOOR CLOSURE - Failed to brief exit rows do to passenger assistance required
7705	2/25/2019	Sent to ERC for review	TURBULENCE/FA INJURY - Landed in severe wind shear
7707	2/27/2019	Sent to ERC for review	IEFB/OTHER - I had my sled with my apron and didn't bring to class
7708	2/24/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - I was Asked to leave the AC with 19 Through PAX with only 1 FA onboard by Ground OPS to work another flight.
7709	2/26/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - Crew change
7710	2/26/2019	Sent to ERC for review	BOARDING/PRELOADING THE JETBRIDGE - PASSENGERS IN JETWAY PRIOR TO FULL CREW BEING ONBOARD THE AIRCRAFT
7711	2/27/2019	Sent to ERC for review	JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF\LANDING - Pilots elected to take off without my "cleared for departure" PA while I was still walking up the aisle.
7712	2/27/2019	Sent to ERC for review	IEFB/MISSING IEFB -

Just prior to door closing reached in flight bag and realized my bag containing my IEFB. was missing

7713 2/27/2019 Sent to ERC for review CABIN

EMERGENCY/FIRE - Realization from ETOPS Validation Flight Scenario: Need for further training on duty delegation during emergencies.

7714 2/26/2019 Sent to ERC for review JUMPSEAT/DID NOT OCCUPY ASSIGNED JUMPSEAT - "C" F/A landed in the back. I had no communication this was going to occur. Flight Deck was unaware also

7715 2/25/2019 Sent to ERC for review CABIN

READINESS/CABIN NOT SECURED - Severe turbulence, wing struck ground, diversion, passenger illness, passengers up during taxi

7716 2/28/2019 Sent to ERC for review ALCOHOL/CONSUMED OWN ALCOHOL - Pax drinking own alcohol

7718 2/28/2019 Sent to ERC for review IEFB/LOW BATTERY - Efb battery

7719 2/21/2019 Sent to ERC for review IEFB/LOW BATTERY - I plugged my iPad in the hotel and this morning put it in my bag, it was up 2 date and it was only charged to 55%.

7720 2/28/2019 Sent to ERC for review MINIMUM

CREW/BOARDING - Took a couple steps off aircraft to drop off bag for Provo

7721 2/16/2019 Sent to ERC for review NON-COMPLIANCE

WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Pax Smoking a vape in the lav

7722 2/25/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE -

Checking phone for time, gate information, connections for PAX and crew for plane swap with delay.

7723 2/28/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Delayed Departure

7724 2/28/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Lost badge

7725 2/27/2019 Sent to ERC for review ALCOHOL/CONSUMED OWN ALCOHOL - Passenger consumed own alcohol even after told he could not

7726 2/28/2019 Sent to ERC for review IEFB/MISSING IEFB - Left IEFB on previous aircraft due to reschedule in ATL

7727 2/28/2019 Sent to ERC for review ALCOHOL/PAX SIGNS OF INTOXICATION - Intoxicated passengers allowed to fly

7728 2/28/2019 Sent to ERC for review AIRCRAFT

DOOR\SLIDE/DISARMING PROCEDURE - Disarm/cross check aft galley door

7729 2/26/2019 Sent to ERC for review IEFB/MISSING IEFB - Flew without my iPad

7730 3/1/2019 Sent to ERC for review GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Oversized bag brought on board

7731 2/28/2019 Sent to ERC for review IEFB/MISSING IEFB - OE NAME took my IEFB when he deplaned in Dallas.

7732	2/26/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Flight attendant not in boarding position
7733	3/2/2019	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Noncompliance passenger with loud music on aircraft
7734	3/1/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Passenger boarded reeking of marijuana also had issues with carry-on bags
7735	3/2/2019	Sent to ERC for review	IEFB/MISSING IEFB - failed to locate iefb
7736	3/2/2019	Sent to ERC for review	ALCOHOL/PAX SIGNS OF INTOXICATION - ALOCHOL RELATED
7737	3/2/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Underage seating in Over Wing Window Exit
7738	3/2/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left IEFB on prior aircraft
7739	3/1/2019	Sent to ERC for review	IEFB/MISSING IEFB - plane change- left iPad on the previous plane
7740	3/3/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - During deplaning pax informed me that another pax in exit row had a cane
7742	3/3/2019	Sent to ERC for review	IEFB/MISSING IEFB - IEFB left at hotel
7743	3/3/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED – PAX boarding with too many bags
7744	2/22/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - Flight attendants safety/security violations. Both the C and the B.
7746	3/4/2019	Sent to ERC for review	JUMPSEAT/INOPERATIVE - No close seat or jumpseat to sit on during turbulence
7747	3/1/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Boarding of passengers prior to security checks complete
7748	2/3/2019	Sent to ERC for review	SECURITY/FLIGHT DECK DOOR NOT LATCHED/LOCKED - Flight Deck door inadvertently opened during take-off even though it was closed and locked prior to pushback
7749	3/3/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - I failed to cross check the armed doors with the C flight attendant and cracked my door while it was still armed.
7750	3/4/2019	Sent to ERC for review	IEFB/NOT SYNCHED - IEFB Sync button stuck
7751	3/4/2019	Sent to ERC for review	SPECIAL PAX/LAP CHILDREN - 2 lap babies found in one row
7752	3/4/2019	Sent to ERC for review	IEFB/LOW BATTERY -

EFIB not charged to 90% due to it running down overnight

7753 3/4/2019 Sent to ERC for review SPECIAL
PAX/DISABLED - Personal item in bulkhead no stowage area during takeoff

7754 3/4/2019 Sent to ERC for review CABIN
EQUIPMENT/COMMUNICATION SYSTEM - Fwd interphone intermittent failure

7756 3/5/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/OTHER - I did not bring my working wrist watch into recurrent training it was unintentional and left in my vehicle

7757 3/1/2019 Sent to ERC for review BOARDING/AGENT
INITIATED BOARDING WITHOUT CREW COORDINATION - Failure to be in boarding position

7758 3/1/2019 Sent to ERC for review MINIMUM
CREW/BOARDING - Failure to be in boarding position

7759 3/4/2019 Sent to ERC for review CABIN
READINESS/CARRYONS NOT STOWED - During taxi, I allowed a passenger to get out of his seat to put a bag into the overhead bin.

7760 3/5/2019 Sent to ERC for review PREFLIGHT
DUTIES/EQUIPMENT CHECKS - FTR

7761 3/1/2019 Sent to ERC for review IEFB/NOT SYNCHED - I
did not sync my iPad

7762 3/1/2019 Sent to ERC for review IEFB/NOT SYNCHED - I
did not have my iPad synced

7763 3/6/2019 Sent to ERC for review OWWE/PAX BRIEFED
AFTER TAKEOFF - Forgot to brief exit row

7765 3/6/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE\ARMING PROCEDURE - Aborted take off

7766 2/27/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE\ARMING PROCEDURE - C Flight Attendant used her feet to arm the door

7767 3/3/2019 Sent to ERC for review OWWE/OTHER - Exit
row briefing confusion

7768 3/4/2019 Sent to ERC for review IEFB/MISSING IEFB -
Left IEFB on IB DH Flight from SDF & did not have it when heading to new gate for departure

7769 3/6/2019 Sent to ERC for review TURBULENCE/OTHER -
I was anxious to begin service on a very short 26-minute flight and I forgot to make my service announcement.

7770 3/5/2019 Sent to ERC for review IEFB/MISSING IEFB -
Left iPad on previous aircraft

7771 3/6/2019 Sent to ERC for review OWWE/PREBOARD
PAX OCCUPIED EXIT SEAT - Pre-boarder sat in the exit row

7773 3/6/2019 Sent to ERC for
review BOARDING/PRELOADING THE JETBRIDGE - Ops agent stacked the jetway w pax

7774 3/6/2019 Sent to ERC for review CABIN
READINESS/GALLEY NOT SECURE - Cabin and galley not fully secure for landing

7775 3/6/2019 Sent to ERC for review BOARDING/PRELOADING THE JETBRIDGE - Customers in jetway waiting to pre-board, when minimum crew is not met

7776 3/6/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Expired id

7777 3/5/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Unable to Crosscheck C's cabin door, it had already been cracked.

7778 3/6/2019 Sent to ERC for review MINIMUM CREW/BOARDING - Boarding Without All Flight Attendants Onboard

7779 3/6/2019 Sent to ERC for review GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Delay due to carry-ons

7780 3/7/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - I did the PA to disarm and cross check doors for arrival, but crew in the Aft of the plane did not hear PA.

7781 3/6/2019 Sent to ERC for review CABIN PET\SERVICE ANIMAL/OTHER - Customer and her pets removed from flight for failing to follow the instructions of the flight crew

7782 3/7/2019 Sent to ERC for review IEFB/MISSING IEFB - Left iPad on flight to LIT, got paper manual in LIT, EFB in MCO, didn't sync properly.

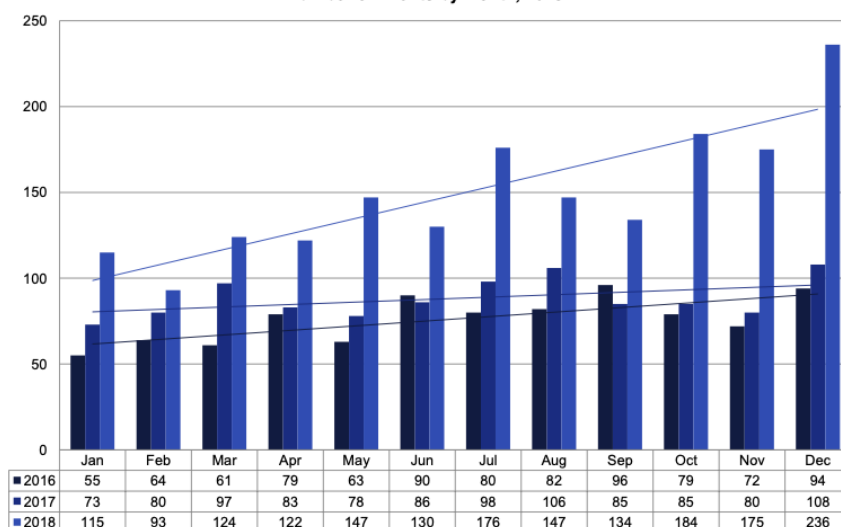
7783 3/4/2019 Sent to ERC for review IEFB/MISSING IEFB - upon deplaning ops checked to make sure all F/A's had iefbs realized I did not

ASAP Reports received 2019 Year-to-Date:	400
Accepted Reports Year-to-Date:	95
Excluded Reports to date:	4
Open Reports:	301
ASAP Reports received 2018 Year-to-Date:	1716
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	8391

ASAP Q4 2018 REVIEW

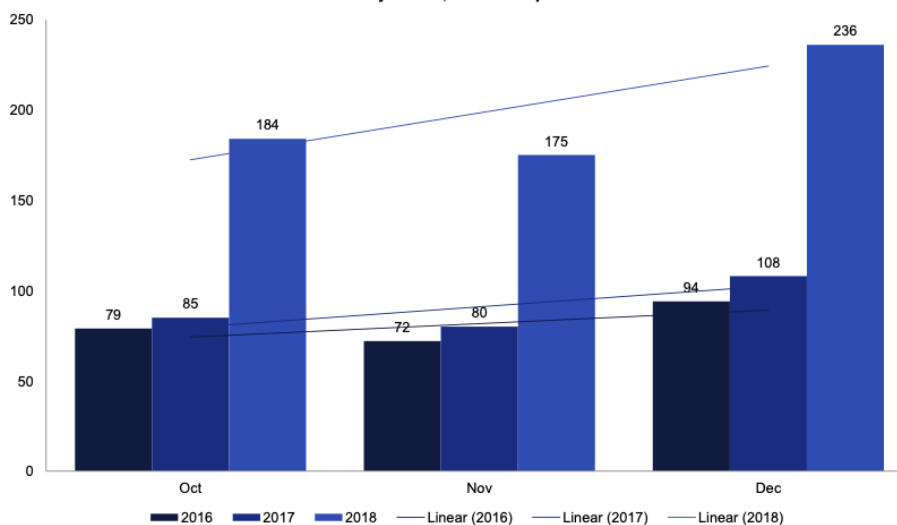
Growth of the program

Number of Events by Month, 2018



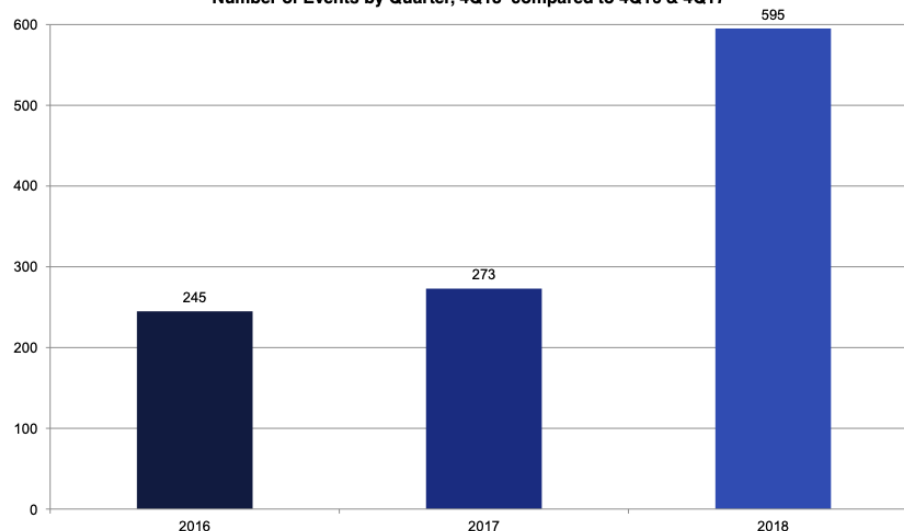
Growth of the program

Number of Events by Month, 4Q18 compared to 4Q16 & 4Q17



Growth of the program, continued

Number of Events by Quarter, 4Q18 compared to 4Q16 & 4Q17



Growth of the program, continued

ASAP Report Growth				
Year	Oct	Nov	Dec	% Change
2016	79	72	94	
2017	85	80	108	
2018	184	175	236	
2017 Growth	8%	11%	15%	11%
2018 Growth	116%	119%	119%	118%

ASAP Report Growth, Less IEFB Reports				
Year	Oct	Nov	Dec	% Change
2016	79	72	94	
2017	78	69	91	
2018	132	125	181	
2017 Growth	-1%	-4%	-3%	-3%
2018 Growth	69%	81%	99%	83%

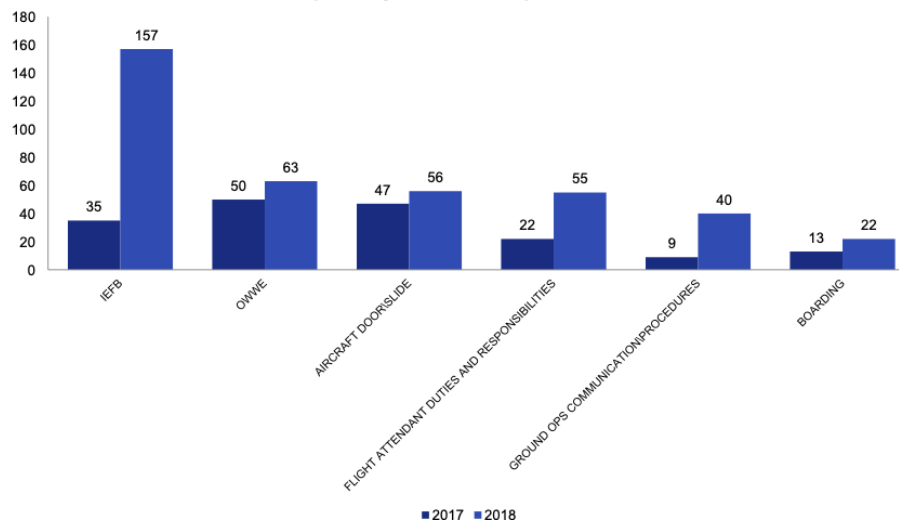
Growth of the program, continued

ASAP Report Growth													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% Change
2016	55	64	61	79	63	90	80	82	96	79	72	94	
2017	73	80	97	83	78	86	98	106	85	85	80	108	
2018	115	93	124	122	147	130	176	147	134	184	175	236	
2017 Growth	33%	25%	59%	5%	24%	-4%	23%	29%	-11%	8%	11%	15%	18%
2018 Growth	58%	16%	28%	47%	88%	51%	80%	39%	58%	116%	119%	119%	68%

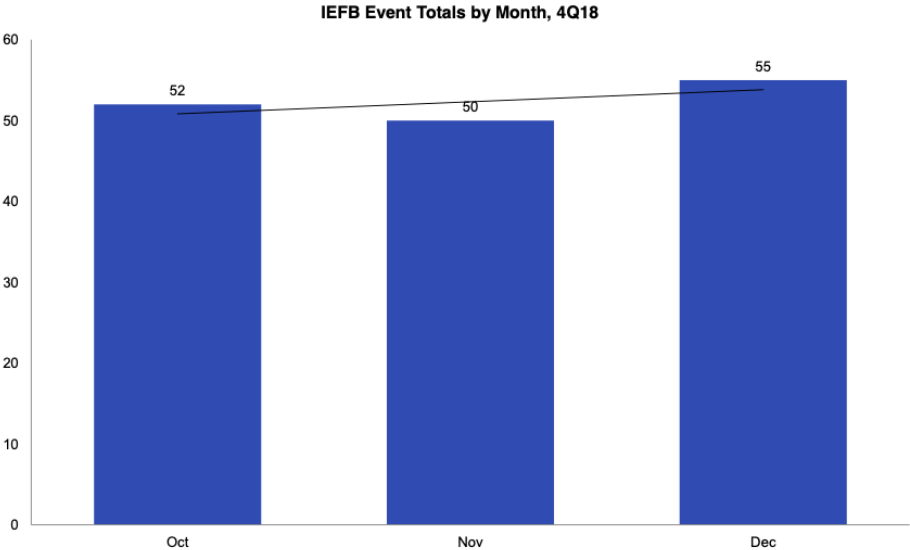
ASAP Report Growth, Less IEFB Reports													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% Change
2016	55	64	61	79	63	90	80	82	96	79	72	94	
2017	69	73	92	78	71	79	91	93	71	78	69	91	
2018	90	63	83	93	102	106	139	109	101	132	125	181	
2017 Growth	25%	14%	51%	-1%	13%	-12%	14%	13%	-26%	-1%	-4%	-3%	7%
2018 Growth	30%	-14%	-10%	19%	44%	34%	53%	17%	42%	69%	81%	99%	39%

Taxonomy of reported events

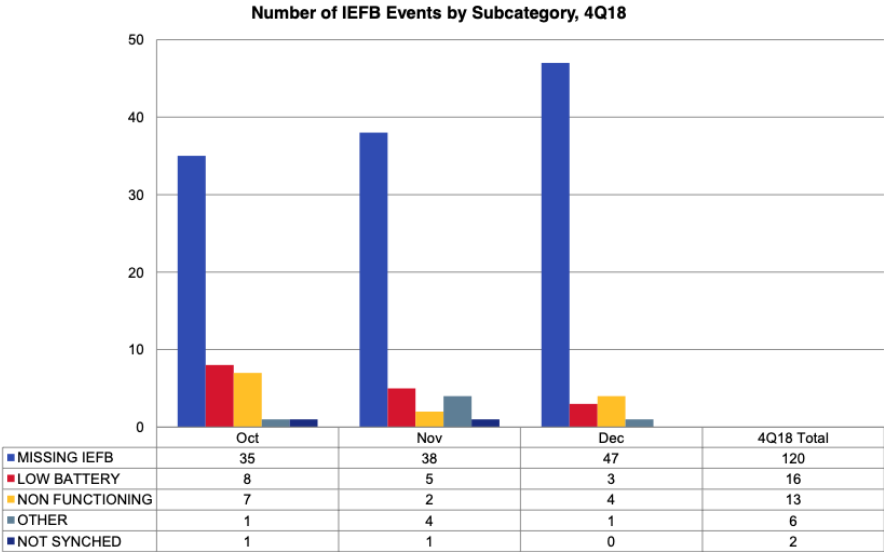
Top 6 Categories, 4Q18 compared to 4Q17



Taxonomy of reported events, continued

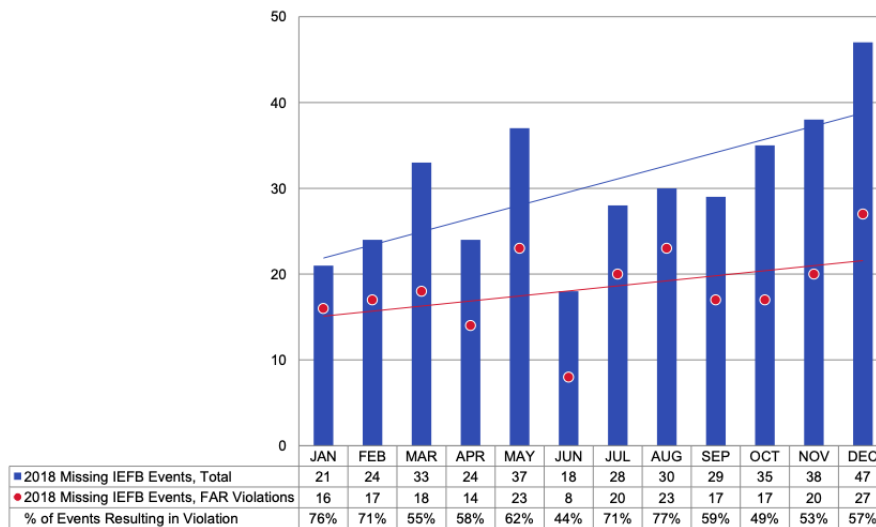


Taxonomy of reported events, continued



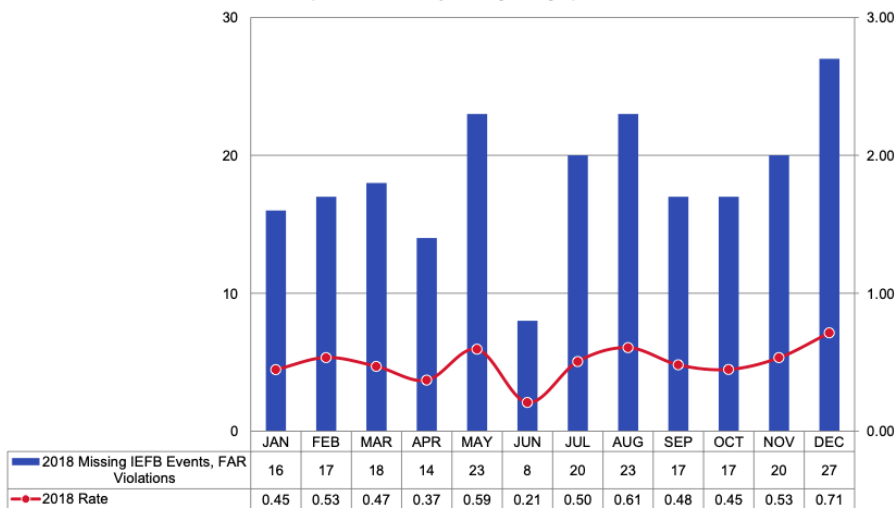
Taxonomy of reported events, continued

Missing IEFB Event Totals by Month

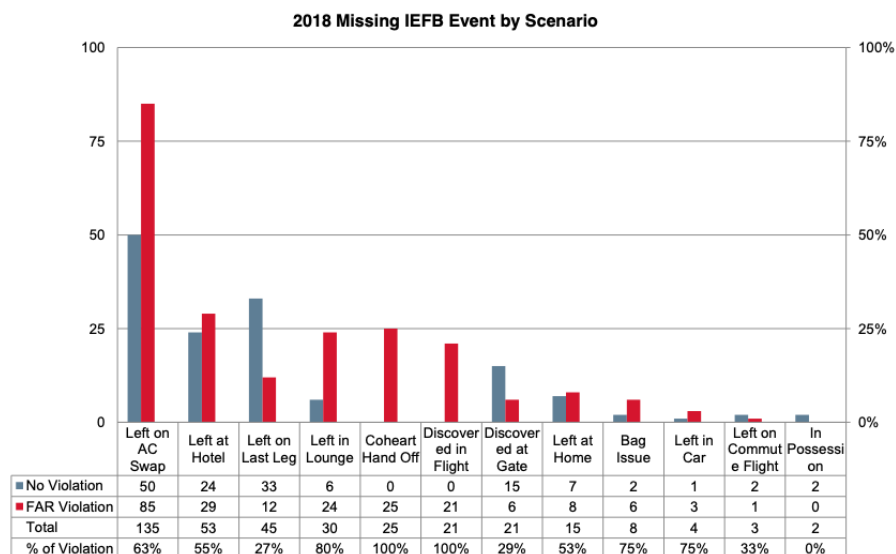


Taxonomy of reported events, continued

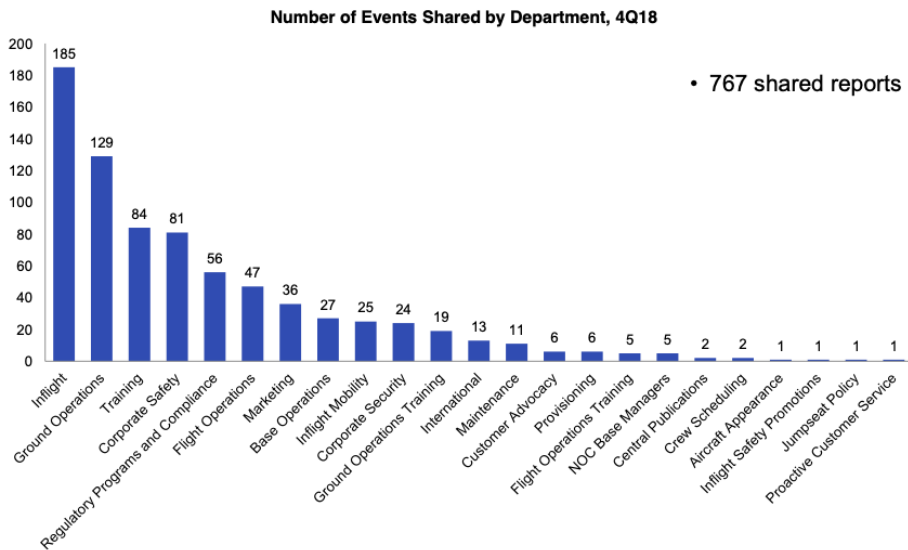
Missing IEFB Events with FAR Violations per 10K Flight Attendant Flight Leg
(Individual FA Operating a Flight)



Taxonomy of reported events, continued



Referrals to other departments



- LAS Safety Fair, 18OCT (External)
 - Participated in the Safety Fair coordinated by the Las Vegas Station
- PHX Safety Fair, 9NOV (External)
 - Participated in the Safety Fair coordinated by the Phoenix Station



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- ASAP Voice, 20DEC
 - Articles and shared reports focusing on choosing compliance and pets in the overwing window exit



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Recommendations

- Evaluation of a full beverage service offering regardless of time of departure or length of flight, 7NOV
 - Under evaluation within Ultra-Short Haul Service project
 - ORR: 1035

Inflight ASAP ERC Recommendations, 07NOV18

The Inflight Aviation Safety Action Program Event Review Committee submits the following recommendation for your consideration and comment.

Evaluation of a full beverage service offering regardless of time of departure or length of flight

Current state

- FAH-Southwest Airlines In-Flight Service- 11.3.2 Initiating Service
 - Unless prohibited by safety concerns.
- FAH-Southwest Airlines In-Flight Service- 11.3.5 Full Beverage Service
 - A full beverage service is offered regardless of time of departure or length of flight.
- FAM-EMERGENCY-2.3.0 Service and Seatbelt Policy
 - 2.3.1 Light Turbulence
 - Service: Continue with caution.
 - 2.3.2 Moderate Turbulence
 - Service: Discontinue.
 - 2.3.3 Severe Turbulence
 - Service: Discontinue immediately.

Between January 2017 and September 2018, the ERC received 13 reports of Flight Attendants encountering challenges with delivery of the Full Beverage Service outlined in the FAH on flights of shorter duration. The ERC believes that when a Flight Attendant is required to perform a Full Beverage Service on these flights, they increase their risk of injury and push their own safety aside in order to complete the service. The current state procedure authorizes a Flight Attendant to begin service when a "safe walking attitude is achieved", which is subjective to each individual. This, coupled with a short flight duration, may encourage Flight Attendants to begin service earlier than otherwise advisable. The ERC believes warnings about safety concerns in the FAH and directions regarding service outlined in the turbulence levels of the FAM are insufficient in empowering Flight Attendants to make decisions on service commencement or continuation based on their safety. Rather, Flight Attendants risk their safety to perform a service in fear of poor Customer perception and subsequent disciplinary action.

The ERC believes that empowerment of Flight Attendants to discontinue or forgo service in the name of safety, coupled with a product evaluation for shorter duration flights would promote a safer experience in these markets.

Recommendation

- Evaluation of a full beverage service offering regardless of time of departure or length of flight.

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Proprietary & Confidential

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Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 1/9/19 through 3/8/19 = 486
Emergencies Declared for Period = 40

2019 Year-to-Date = 565
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

01/09/19 through 03/08/19 = 1
2019 Year-to-Date = 1
2018/2019 Year-over-Year Comparative = -11 (90.9% Decrease Year-over-

Year)

All of 2018 = 460 = **13.9% Increase Year-over-Year**

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

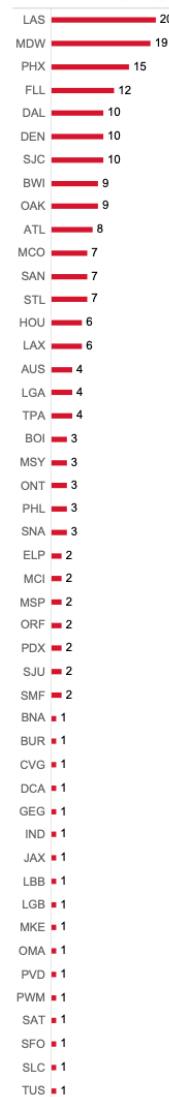
All of 2016 = 535 = **32% Decrease Year-over-Year**

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 25FEB19-03MAR19:

Hot Aircraft Overview 02.25.2019 - 03.03.2019

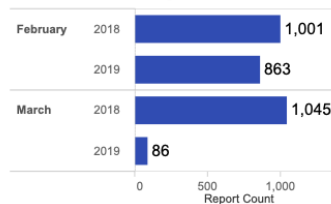
Hot AC Total by City



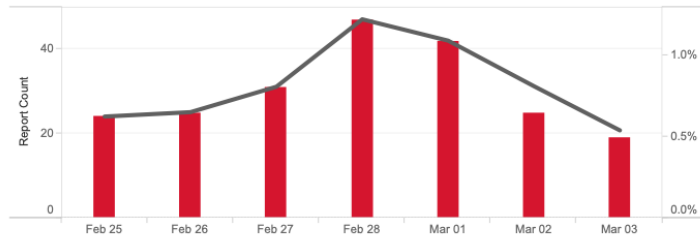
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	2/18/2019	2/25/2019	2/18/2019	2/25/2019
ACARS	172	212		23.26%
Inflight Form	3	1		-66.67%
Grand Total	175	213		21.71%

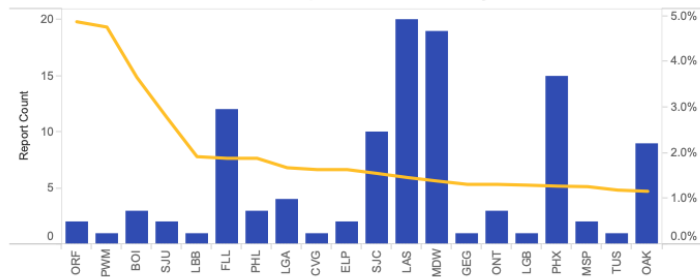
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



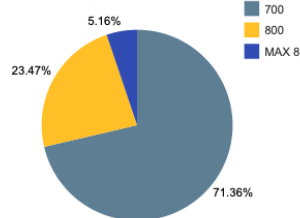
Stations - Top 20 Based on % of Flights



The percentages for the Top 20 Stations are based on the number of Hot AC Events reported on and the number of flights that departed from each city during the respective week.

Hot Aircraft by Fleet

Percent of total Hot AC Reports received



Fleet	Hot AC Reports	% of Flights**
700	152	0.85%
800	50	0.83%
MAX 8	11	1.14%

**Percent of Hot AC Events to Total Flights per Fleet
Please note: Fleet not available for every report

'Hot' Aircraft and Gates

Aircraft with four or more reports

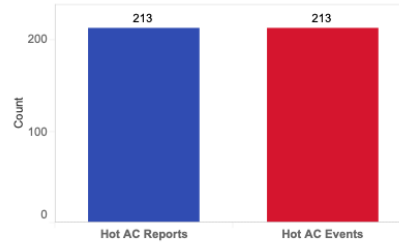
AC Number	
256	5
712	4
964	4
8518	4
8601	4

Gates with three or more reports

Station	Gate	
FLL	B7	3
SJC	25	3

Reports versus Events

Hot AC Reports are the total number of reports received. Hot AC Events are the unique number of Hot AC occurrences, taking into account multiple reports for the same event.

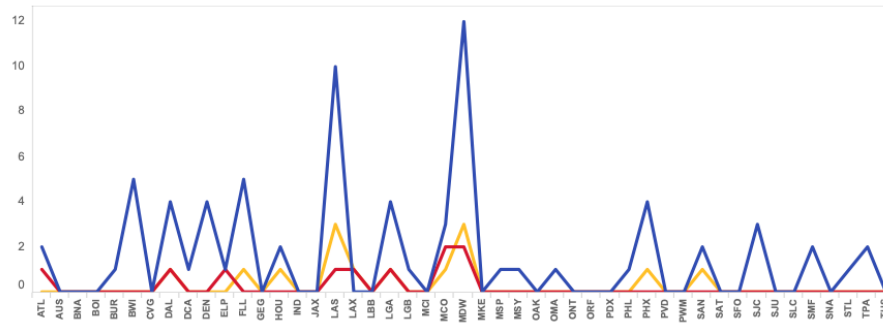


Ground Operations

As reported by the Pilot Group through ACARS messaging.

- Air Not Connected
- Ops Agent Not Present
- Ramp Agent Not Available

	2/18/2019	2/25/2019
% Air Not Connected	40.12%	34.43%
% Ops Agent Not Present	4.65%	4.72%
% Ramp Agent Not Available	6.40%	6.60%



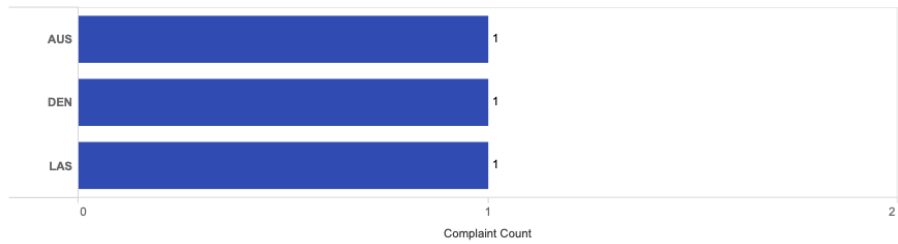
Good Job ACARS

Date	Flight Number	Station	Message
2/26/2019	2212	LAX	GREAT JOB.
2/27/2019	1755	SJC	GREAT JOB.
	2099	OAK	GREAT JOB.
3/1/2019	347	PWM	GREAT STATION
3/2/2019	2849	TPA	NICE WORK

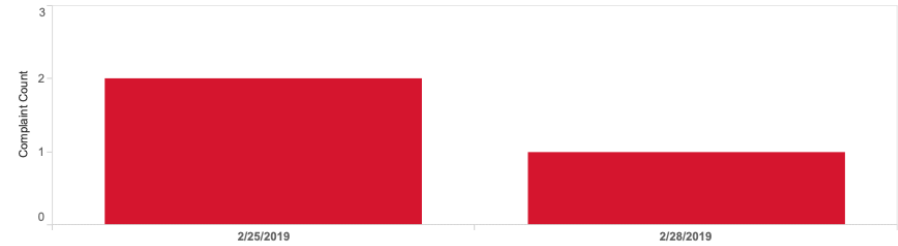
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 02/25/19 to 03/03/19

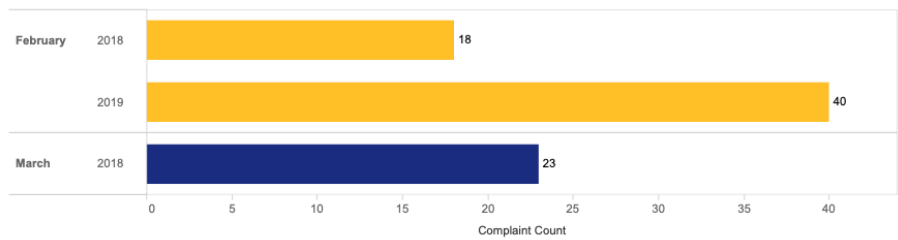
Pax Complaints by Originating City



Pax Complaints by day



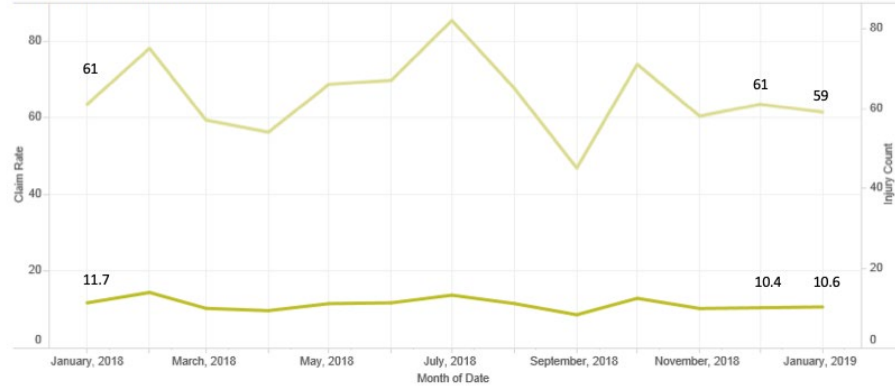
Year over Year Customer Complaints



Current Occupational Injury Data:

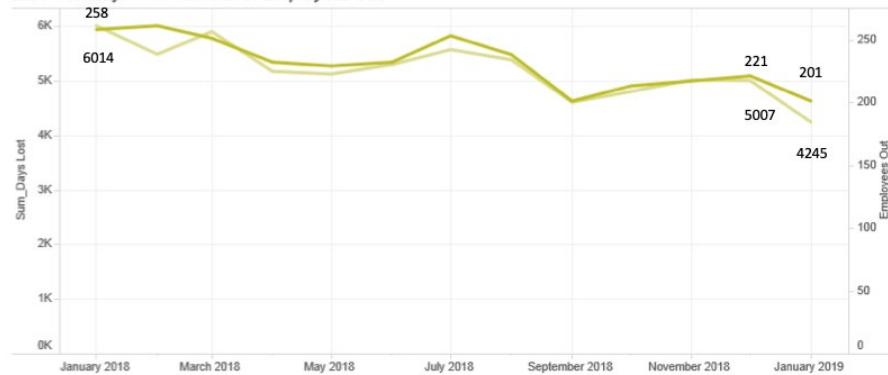
LTCR

Lost Time Claims with Rate



Lost Workdays

Lost Workdays with Number of Employees Out



OSHA Recordable (Inflight)

	Date Reported / OSHA Recordable					
	2016		2017		2018	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
Jan	54	60	69	70	72	67
Feb	60	53	62	75	59	83
Mar	74	69	71	74	73	67
Apr	54	81	82	69	83	56
May	65	71	73	74	84	78
Jun	62	72	72	77	76	70
Jul	53	60	79	69	96	88
Aug	67	72	73	66	95	75
Sep	52	52	53	63	60	53
Oct	46	66	66	69	87	81
Nov	57	61	73	53	79	59
Dec	74	70	77	69	81	64

OSHA Recordable (Inflight)

	Date Reported / OSHA Recordable					
	2017		2018		2019	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
Jan	69	70	72	67	93	57
Feb	62	75	59	83	0	0
Mar	71	74	73	67	0	0
Apr	82	69	83	56	0	0
May	73	74	84	78	0	0
Jun	72	77	76	70	0	0
Jul	79	69	96	88	0	0
Aug	73	66	95	75	0	0
Sep	53	63	60	53	0	0
Oct	66	69	87	81	0	0
Nov	73	53	79	59	0	0
Dec	77	69	81	64	0	0

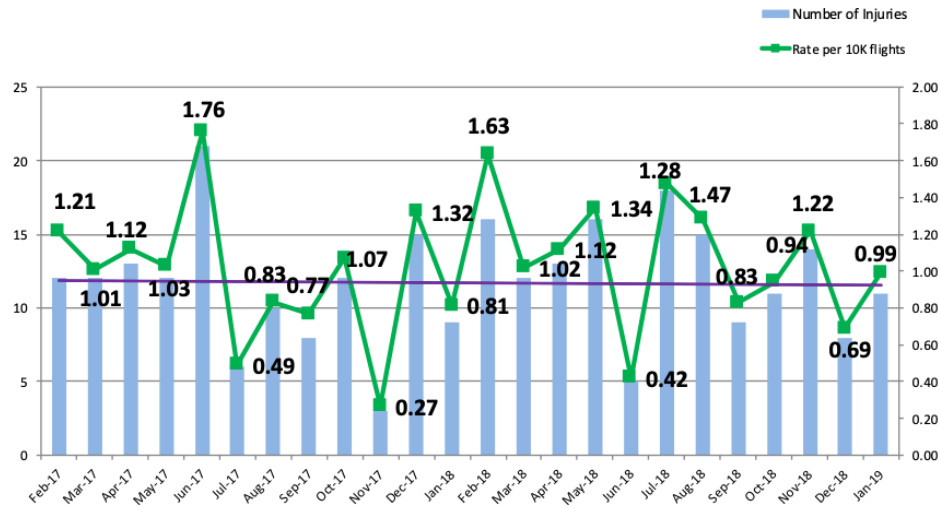
Cause (Inflight)

Cause General	2017	2018	2019
Struck by/Against	516	482	38
Slip/Trip/Fall	254	308	26
Other	240	253	28
Carrying/Lifting	199	190	16
Pushing/Pulling	106	132	6
Weather	48	60	9
Caught In/Between	47	46	5
Null	18	27	2
Animal/Insect	18	27	0
Strain	37	45	3
Collision	41	38	5
Contact with object	38	40	3
Cut/Puncture	29	47	2

Cause (Inflight)

Cause General	2016	2017	2018
Struck by/Against	453	516	482
Slip/Trip/Fall	274	254	308
Other	170	240	253
Carrying/Lifting	195	199	190
Pushing/Pulling	121	106	132
Weather	43	48	58
Caught In/Between	45	47	46
Cut/Puncture	35	29	47
Collision	23	41	37
Contact with object	15	38	40
Strain	11	37	45
Inhalation	15	35	30
Chemical Exposure	38	18	18

Flight Attendant Turbulence Injuries



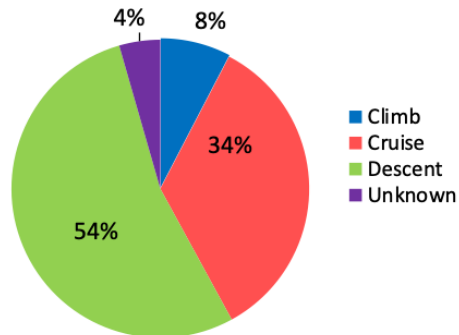
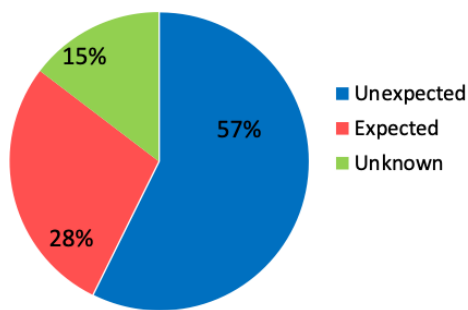
Page 7

SWA-Internal - May be protected from disclosure under 49 U.S.C., Section 40123 & 14 CFR Part 193

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Turbulence Injuries Overview: January

Flight Attendants Advised of Turbulence
2018 - January 2019
Phase of Flight



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SWA-Internal - May be protected from disclosure under 49 U.S.C., Section 40123 & 14 CFR Part 193

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Open Discussion Items:

OSHA 300 Log Email Distribution to DEBM's Completed

Aviation Safety Action Program (ASAP) Report Processing Backlog

We continue to see a significant backlog in ASAP report processing stemming from the Government shutdown. This, even though we have been meeting consistently since the reopening of the Government. We will be attempting to have several weeks of “blitz” meetings, meaning 2 or more meetings in one week, in an attempt to clear the backlog. The good news in all of this is that we continue to see record program participation by our Flight Attendants and are on track to have another record year.

As a reminder, should you receive inquiries as to why an ASAP is taking so long to process, please pass along the aforementioned information. Also keep in mind that on events that are non-sole source to the Company, i.e., the Company has knowledge of the event outside of ASAP, the reporting Flight Attendant is covered by our Letter of Understanding (LOU) with Southwest Airlines (see at SWALife->Inflight->Main in the lower right corner) and protected against discipline until their report receives a final disposition by the ERC. Remember, non-sole source ASAP reports, whether to the Company or FAA, should always be filed within 24 hours of the event.

Scheduled and Standing Meetings:

March 4-6, 2019 A4A Cabin Air Quality Mitigation Working Group Meeting - MCO (JetBlue University)

March 13-15, 2019 – TWU International Air Quality Task Force Meeting - SFO

March 26, 2019 – HASC Meeting

March 27-28, 2019 – ATL Safety Fair with ASAP ERC - ATL

Report From:	Scheduling
Submitted Report:	
<i>March Scheduling Committee report</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of April decreased by 209-line positions from 9,777 in March to 9,568 positions in April. The Scheduling Committee left 1939 positions in open time for the month of April in comparison 1849 were left in March.</i> <i>The Committee for the month of April wrote an average of 70.14% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity over March by .02%. 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 98.28 TFP average work days were 13.86. 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 68.12% pure lines, 43.48% weekend off and 8.7% lines containing 3-on/off or 48-hour breaks. The average lines paid 89.75 tfps.</i> <i>The FLL Satellite base had an average of 61.54% pure lines, 30.77% weekend off and 23.08% lines containing 3-on/off or 48-hour breaks. The average line paid 93.08 tfps.</i> <i>The Line Writers for the April Primary Lines were: Shelley Taylor, Ryan Smith, Lisa Trafton, Sheri Tyler, Rebekah Knox and Janet Lamy.</i> <i>The Line Writers for April Secondary Lines were: Kay McCurley, Ryan Smith, Richard Locher and Xander Ricker.</i> <u><i>Other Committee Work</i></u> <i>• March 8th Lyn Montgomery, Liz Howayeck, Denny Sebesta, and Xander Ricker again met with management to discuss the testing phase of the Satellite Bases and what the future agreement will look like.</i> <i>• Angie Kilbourne is gathering and producing educational committee graphs to educate the membership. A quarter review will also be released in the next week.</i>	

Report From:	Shop Steward
Submitted Report:	
February Shop Steward Committee Report 2019 Emailed Monthly February Newsletter Topics highlighted • Fact-Finding meeting / Step 2 meeting comparison chart • Top trending discipline chart highlighting delay of flight • Updating email addresses on TWU website • Explained new procedure handling social media issues between members • Listed upcoming events in the bases • Explained Shop Stewards cannot file a grievance for another Member • List of Q&A from Shop Steward conference call Held conference Shop Steward call on January 25, 2019 Held conference call with Education Committee Chair on February 10, 2019 to discuss action plan moving forward for Education Stewards Resolved Shop Steward issues and answered various questions • Salesforce questions • Shop Stewards soliciting grievances • Non-elected Shop Stewards conducting Fact-finding meetings • Questions regarding volunteering and pay • Addressed Shop Steward complaints by Members and Grievance Team Created publication timeline with communications Discussed safety security checks procedures with Michael Massoni and Michele Moore regarding international checks not required on international flights Attended committee training workshop for committee chairs Notified Anne Claire and Tech services of Shop Steward resignation	

Report From:	Survey
Submitted Report:	
VeAnne reports she attended Committee Chairperson Training Workshop in February. It was extremely helpful to gather and share with fellow Committee Chairs and brainstorm ideas to work together for the membership. VeAnne reports, along with the Tech Services Committee, she had several conference calls with different companies to explore survey platforms that integrate with Salesforce. VeAnne reports she is working with several different committees on several different surveys that will be released to the membership in upcoming months, per approval from the EB.	

Report From:	Uniform
Submitted Report:	
Lisa, Jabari, and Chad had a meeting with management in Dallas on February 5th. In attendance were Mike Sims, Jamie Dotson, and Chrissy Cicero-Johnson from Cintas. Alternative Uniform Alternative Uniform knowledge for base leaders. A meeting was held in January with all the leaders and they were updated on how to handle a gate check if alternative pieces were being worn. We also re-requested a memo to be dispersed to the leaders with pictures of the alternative pieces, so leaders can be familiar with these options and questioning the employee can be avoided. Re-requested a dress and sweater option be actively pursued, as the wear tested ones failed. Verbiage on the ACT form in regards to medical records has been completed. Returns of regular line pieces by those in the ACT program has been started. Pieces must be taken to the members base to have them returned to Cintas for credit. This process is unacceptable as all returns should be consistent. We will follow up with this procedure. New Pieces will be available in certain sizes as early as March. They will continue to roll out encompassing all sizes through April. Regular Line Items Pants, Slacks, and Skirt with the mechanical stretch will be available in all sizes in April. Dress and Shorts will phase in as sizes are depleted. The updated shirts will be phased in as well. In June a entire line review at Cintas will take place. Assessments of additions/deletions will be addressed. We have asked for members to use LINK to express their "wants" so when this review happens we have information to share with management and Cintas. Maternity loaner pieces availability in regards to contractual agreement was discussed again. A monthly checklist for the bases was suggested. Another meeting has been scheduled for a few members requesting to discuss the material testing. They will meet with Dr. Brooks in Dallas on March 8th. A blast email is planned to go out to the membership by Boards, with general information regarding the updated pieces timeline, line review, and possible items honoring Herb (management has sole design/control over these possible items).	

Report From:	Veterans
Submitted Report:	
Veterans Monthly Report (February) TWU 556 Veteran Co-Chairperson Wayne Tipton attended the Committee Chair training in Dallas, Tx on February 19-21 which included not only training on the Salesforce system so Committee Chairs can directly turn in their monthly reports to the Executive Board but also an opportunity to collaborate with other Committees to better service the membership. Veteran Co-Chairperson Wayne Tipton and Veteran Liaison Eric Weis attended the Quarterly International TWU Veterans Conference on February 25-27 that was in Miami, Florida and hosted by TWU 568. With Wayne's responsibilities as part of the Legislation Sub-Committee several Bills were brought up to be re-introduced or to move forward to the newly elected members of the Senate and Congress. Here are the Bills we as a Veterans Committee are looking help pass to help improve the life of not only members of TWU who are Veterans but for all Veterans who have bravely served our Country. • HR 3832 Veterans Opioid Abuse Prevention • HR 1827 Medical Leave For Disabled Veterans Act (No Sponsor) • HR 299 Blue Water Navy Vietnam Veterans Act • HR 450 Preventing Crimes Against Veterans Act • HR 628 Wingman's Act Note: The original sponsor for HR 1827 is no longer in office so Wayne Tipton will be contacting Senator Krysten Sinema who originally co-sponsored the bill to sponsor the bill. TWU 556 Veterans Committee will be hosting the next International TWU Convention in Denver Colorado on May 6-8.	

Report From:	WISE
Submitted Report:	
February 14, 2019 marked the one-year anniversary since we lost a fierce Union Advocate, Warrior Woman, and all around amazing human, Gwen York. As a way to honor her many contributions to TWU Local 556, TWU International, and the Labor Movement, members of the TWU Local 556 Executive Board, 556 Members, TWU International Representatives, and life-long friends joined together in a Labor of Love, to honor Gwen. On Valentine's Day, we volunteered at Trusted World in Garland, TX by sorting donated items including clothing, toiletries, and medical/first aid items. Jessica would like to thank all those who came and volunteered their time as well as those who made financial contributions to Trusted World. Gwen is missed by so many, and the impact she made on people's lives was strongly felt that day. Jessica would like to personally thank those who volunteered their time that day including John Parrott, Kay Hogan, Kristie Scarbrough, Donna Keith, David Jackson, Rachel Brownfield, Josh Rosenberg, Damion West, Susan Johnson, AC Crawford, Stacy Madison, Beverly Cross, Amy Rogerson, Debbie Baker, Jean Webernick, Katie Rosecrans, Gary Shults, and Andrew Rangolan. Jessica wrote a publication for Women's History Month and submitted it to the Communications Committee and Tech Services Committee on March 7 to be posted to the TWU Local 556 Website, Facebook Page, and sent via email to the Membership. Many thanks to Charla Miller for working on and publishing the Women's History Month publication with very short notice so that it would be delivered on March 8, International Women's Day. Tiffanie Morris attended the End Human Trafficking Summit on March 11 at the Georgie International Convention Center. Tiffanie's report is included below: <i>On behalf of the Women's Issues, Service, and Education (WISE) Committee I am thankful for the opportunity to have represented TWU Local 556 at the End Human Trafficking Summit in Atlanta hosted by the Atlanta Hartsfield Jackson Airport. I would to share a few quick things about the summit.</i> <i>The day was packed full with useful information, from dispelling myths to hearing directly from survivors. I felt motivated and confident with the information the panelists shared after each session ended. The panelists were comprised of airport personnel, law enforcement, flight attendants, elected officials, union leaders, community activists, journalists and more. It however, was the continued perspective from the flight attendants, that captured the room. Law enforcement from different agencies repeatedly identified flight attendants as first responders. Each</i>	

time someone publicly referred to our work group as being first responders, there was a sense of gratitude because I rarely hear that outside of our industry and even work group. There also was a sense of responsibility that I was reminded of. We are safety professionals and we need all tools to do our jobs effectively when it comes to our role in the fight against Human Trafficking. The Airline Ambassadors shared their past and present work they are involved with in getting airlines involved. The Airline Ambassadors also expressed the need for mandatory in depth human trafficking training for front line employees at all domestic carriers. I learned how massive and dangerous, this modern day, in plain sight, slavery system is.

One survivor's story that resonated with me was of a survivor, who is currently a flight attendant, who became trafficked by the end of her trip. As this flight attendant shared how she became a victim it made me look at myself and realize this isn't about just being vigilant to the seemingly aggressive person traveling with a docile person but it can happen to any one of us. Just as easy as it is to say it can never, no matter how aware of one's surroundings, it is possible. This heinous crime of human trafficking is not just involving buyer and seller, there is a system in place that drives this machine. Human Trafficking doesn't care about age, gender, race, religion, nationality, socio-economic background, gender identity or sexual orientation.

In conclusion, each and every panel reiterated the same statement: See Something Say Something. It's better to be wrong and have said something than it is to be silent. I am committed to helping our local get the information we need so our work group can continue effectively do our part in the fight to end Human Trafficking.

*In Unity,
Tiffany Morris, Dallas Flight Attendant*

Jessica is planning a system-wide Lounge Visit for Sexual Assault Awareness Month in April. Jessica has identified one person per base to conduct the lounge visit to take place the week of April 8. Jessica will notify Domicile Executive Board Members in each base once the exact date is confirmed and would love to have their help and support. Jessica has also coordinated with Critical Incident Stress Management (CISM) Chairperson Eileen Rodriguez and Eileen and Jessica would like CISM to be involved in this effort as well.