



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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APRIL 2019 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
Heather continues to assist with organizing TWU Local 556 participation in the 2019 Pride Parades. Heather is contacting Base Leadership to ensure that CHRC is assisting each Base reach their goals. Heather attended a Labor Notes Conference on April 6th in Berkeley, CA. The conference highlighted ways that organizing and unity are a critical force that impact real change in the workplace. Heather attended two breakout sessions discussing sexual harassment and assault in the workplace and race in labor. The breakout sessions were informative and educational. Heather looks forward to bringing new tools back to the CHRC and the TWU Local 556 Membership.	

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. Continued branding guideline for use on all Union publications. Answered Membership emails/Phone calls, if not applicable to COM they were forwarded to the appropriate Committee(s). Management of TWU Local 556 social media outlets 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 Monitored all news and events regarding Southwest Airlines Please submit story ideas and photos to communications@twu556.org	

Report From:	COPE
Submitted Report:	
Met with TWU California State Conference Chair about COPE Committee Help with Putting together a COPE Committee Lobby Days Issues that are important to the Local Attended TWU OHIO/Michigan State Conference In Contact with Legislative Directors for American's Flight Attendants and Jet Blue. Working together on issues that affect the industry. Lots of good feed back from members at the DEN Membership Meeting Members attending Nevada AFL-CIO Legislative Conference Attended Harris County Labor Assembly Executive Board Meeting Attended Harris County Labor Assembly Meeting and Elections.	

Report From:	Education
Submitted Report:	
Amanda reports she has been working on various Contract 101s. She has completed a 101 for Article 28: Scheduling Policy. She has a 201 on Overlap that is almost complete. Amanda contributed to the Shop Steward Newsletter with a Q & A about Attendance points. Amanda continues to work with the Shop Steward Committee to create a consistent monthly message for our Members. Amanda continues to add and remove members to the Official TWU Local 556 Facebook Group. She created posts regarding pay for Lineholders and Reserves, shared posts regarding Women's History Month from the WISE Committee, a Group Grievance message from President Lyn Montgomery, a message from the Safety Committee, and the grounding of the MAX 8 Aircraft. Per the request of the Executive Board, she wrote an education piece regarding the Reciprocal Cabin Seat Agreements. She also included information about myIDTravel. She posted this to the Official TWU Local 556 Facebook Group as well as requested Communications to send it as an e-mail to the Membership and post it to the website.	

Report From:	FADAP
Submitted Report:	
FADAP Co Chair Natalie Salser attended the Inflight Wellness Meeting in Dallas along with CISM and Professional Standards on March 6th. MDW Base Coordinator, Greer Steinke, facilitated the FADAP Alanon Telephonic Meetings, March 13 and 20. Natalie Salser and Tom Spillers attended the Atlanta Safety Fair March 28th. A retake of a video being produced telling our Flight Attendants about all three Teams, FADAP, CISM and Professional Standards was done this month.	

Report From:	Grievance
Submitted Report:	
<i>April 2019</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 211 total grievances: <i>37 terminations</i> <i>13 group grievances</i> <i>49 non-term disciplinary</i> <i>63 Attendance</i> <i>49 individual contract</i> <i>Total Contract Grievances on file: 62</i> <i>Total Discipline Grievances on file: 149</i> <u>Settled and Withdrawn Report:</u> Twenty-eight grievances were settled; of those, seventeen were settled at the Step 2 level. Fifty-seven grievances were withdrawn without prejudice. One Flight Attendant released the Union to proceed on her own. Of the sixty-three Attendance grievances, twenty-seven were No-Shows, two Unable to Contact, twenty Failure to Report, ten Sick Leave 1, one May Be Late, and three No-Show Training. The forty-nine non-term disciplinary grievances consisted of: thirty-three written warnings, six final written warnings, six 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 fact-finding meetings were held in the bases, in March 2019. <u>Board of Adjustment:</u> March 19, 2019 FA (Written Warning) SETTLED March 26, 2019 FA (Final Written Warning) SETTLED March 28, 2019 FA (FTR) WITHDRAWN: Grievant chose not to come to DAL. April 23, 2019 FA (FTR) SETTLED <u>Arbitrations Scheduled:</u> April 3, 2019: FA – Arbitrator Adler. SETTLED	

April 9, 2019: FA – Arbitrator Gomez. SETTLED

April 18, 2019: FA – Arbitrator Franceiwicz. SETTLED

April 30, 2019: FA – Arbitrator Vernon. One day of testimony was heard in March.

June 4, 2019: FA – Arbitrator Briggs.

June 25, 2019: FA – Arbitrator Adler.

Arbitrations Proceeding on Their Own:

Flight Attendant released Transport Workers Union Local 556 of representation but has not slated either of her two thirty-day suspension grievances for arbitration.

Flight Attendant released TWU Local 556 and is proceeding on her own regarding her Termination - Arbitrator Franceiwicz.

Flight Attendant released TWU Local 556 and is proceeding on her own regarding her Termination. Arbitration scheduled for May 10, 2019.

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

Received 1,118 Chat Apps in March 2019.

Upcoming Grievance Meeting:

The Union and Management will be meeting on April 24, 2019 for our monthly grievance meeting.

Report From:	MOBORG
Submitted Report:	
March 4th - 6th Conducted Lounge Mobilizations in HOU, MCO, and BWI to inform Flight Attendants about the FMLA changes, support of AMFA, and the new CrewHub check in app. March 18th and 19th Met with LAX DEBM and conducted Lounge Mobilization in LAX. March 20th and 21st BWI Lounge Mobilizations. March 27th - 29th Met with NTF Coordinators Kay Hogan and Susan Johnson to create a new NTF Leader and Agent Handbook. April 2nd and 3rd Met with Kay Hogan about future Mobilization plans. April 8th and 9th Travel to LAS to be in place to conduct the rescheduled NTF Meet and Greet.	

Report From:	New Hire
Submitted Report:	
Joe reports since the beginning of March 2019, he has spoken with Class 405, 406, 407, 408, 409, 410, 411, and 412. LaShaye Hutchinson, Liz Howayeck, and Kay Hogan each were able to attend at least one of the talks with Joe. Joe would like to thank Charla Miller for attending the graduation of Classes 405 and 406. Joe would also like to thank Josh Rosenberg, Sam Wilkins, Matt Hettich, Angie Kilbourne, and Heather Kelly-Gray for their continued help in welcoming the New Hires into Oakland. Joe was recently informed SWA is adding one class for the year, bringing the total number of classes to 28 for 2019.	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report For March 2019		
Company Policy		6
CRM		4
Employee Relations		2
Hotel		2
I.R. Filed		1
Not Taken		8
Pilot Issue		2
Unprofessional Behavior		6
Withdrawn		9
TOTAL		40
Positive Resolution		17
Negative Resolution		1
Unresolved		22
*Unresolved includes case categories: I.R. Filed, Not Taken. Withdrawn and also cases where parties could not be reached or did not return the committee member's call.		

Base Information

ATL	3
BWI	10
DAL	3
DEN	4
HOU	1
LAS	2
LAX	2
MCO	2
MDW	5
OAK	2
PHX	6

Report From:	Safety																																				
Submitted Report:																																					
Safety Team Report Michael Massoni – Operational Safety Chair <i>...The mission of the Unions Safety Team is to provide Union Leadership in all issues of health & safety; Technical Counsel to the TWU Executive Board; Representation to our Membership; Stewardship within our Company, Industry, its regulatory bodies and most importantly, facilitate Effective Communications between all...</i> To: TWU Local 556 Executive Board CC: Thom McDaniel Date: April 12, 2019 Re: April 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 - 126 <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>7438</td> <td>1/18/2019</td> <td>Sent to ERC for review</td> <td>FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - 1st opportunity to get food.</td> </tr> <tr> <td>7439</td> <td>1/18/2019</td> <td>Sent to ERC for review</td> <td>FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - No time for food @ start of day</td> </tr> <tr> <td>7513</td> <td>2/2/2019</td> <td>Sent to ERC for review</td> <td>FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Getting food as crew member to take prescription with food</td> </tr> <tr> <td>7649</td> <td>2/12/2019</td> <td>Sent to ERC for review</td> <td>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.</td> </tr> <tr> <td>7715</td> <td>2/25/2019</td> <td>Sent to ERC for review</td> <td>CABIN READINESS\CABIN NOT SECURED - Severe turbulence, wing struck ground, diversion, passenger illness, passengers up during taxi</td> </tr> <tr> <td>7720</td> <td>2/28/2019</td> <td>Sent to ERC for review</td> <td>MINIMUM CREW/BOARDING - Took a couple steps off aircraft to drop off bag for Provo</td> </tr> <tr> <td>7728</td> <td>2/28/2019</td> <td>Sent to ERC for review</td> <td>AIRCRAFT DOOR\SLIDE\DISARMING PROCEDURE - Disarm/cross check aft galley</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.	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	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	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.	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	7720	2/28/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Took a couple steps off aircraft to drop off bag for Provo	7728	2/28/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE\DISARMING PROCEDURE - Disarm/cross check aft galley
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door

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.
7790 3/7/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - slide partially slid out
7795 3/8/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - slide falling out of casing
7818 3/11/2019 Sent to ERC for review SPECIAL PAX/LAP
CHILDREN - child sitting on father's lap
7878 3/19/2019 Sent to ERC for review IEFB/MISSING IEFB - I
left my IEFB on the plane in LAS. I did not realize this until I was working my
next leg from LAS to TPA.
7880 3/18/2019 Sent to ERC for review GROUND OPS
COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE
CABIN SECURED - Ground Ops shut AC door and removed air
stairs/Jetbridge without cabin secured
7882 3/18/2019 Sent to ERC for review GROUND OPS
COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE
CABIN SECURED - OPS agent closed the entry door while pax were still up
and the cabin was not secure!
7885 3/19/2019 Sent to ERC for review ALCOHOL/PAX SIGNS
OF INTOXICATION - Intoxicated pax on board, customer svc asked us if we
wanted to keep him on
7894 3/20/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE -
critical phase of flight
7896 3/16/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/DISARMING PROCEDURE - FA A asked me to talk to Pilots
at length before disarming our doors
7898 3/19/2019 Sent to ERC for review IEFB/MISSING IEFB -
Delayed flight ##### due to leaving my IEFB on previous flight.
7899 3/20/2019 Sent to ERC for review CABIN
READINESS/CABIN NOT SECURED - I had to secure trash in the forward
lavatory for landing.
7906 3/21/2019 Sent to ERC for review MINIMUM
CREW/THROUGH FLIGHT - Exited aircraft with through passengers on
board
7907 3/20/2019 Sent to ERC for review SECURITY/SECURITY
CHECKS - I signed my # for the liquor kit, B asked me to sign for her, I would
not. She then told me everyone signs for everyone.
7908 3/21/2019 Sent to ERC for review CABIN
EQUIPMENT/SEATBELT - After PAX deplaned FA B discovered two
seatbelts missing in the last row.
7911 3/21/2019 Sent to ERC for review IEFB/MISSING IEFB - I
lost my iPad and had to have one printed out, it took one hour and fifteen
minutes and delayed the flight
7912 3/20/2019 Sent to ERC for review IEFB/MISSING IEFB -

We hit turbulence and had to quickly secure the cabin and I left my iPad, next day we boarded while manual was printing

7913 3/17/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Did not have passport, forgot to get exemption card.

7916 3/22/2019 Sent to ERC for review ILLNESS\INJURY EVENTS/PASSENGER - Procedures, Policy, CFR(s) & Safety

7917 3/22/2019 Sent to ERC for review PREFLIGHT DUTIES/EQUIPMENT CHECKS - Found outdated Ditching Checklist

7922 3/22/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - Forgot to do opening PA

7930 3/23/2019 Sent to ERC for review CABIN EMERGENCY/EVACUATION - Failure to tell FAs to Disarm doors during emergency evac

7931 3/23/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/CROSSCHECK PROCEDURE - I cracked the fwd galley door open for Provo before a cross checked

7932 3/23/2019 Sent to ERC for review IEFB/MISSING IEFB - Efb

7933 3/24/2019 Sent to ERC for review CABIN EQUIPMENT/GALLEY EQUIPMENT - Trash can out of compartment

7934 3/23/2019 Sent to ERC for review GROUND OPS COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - forward door shut prior to cabin being secured

7935 3/24/2019 Sent to ERC for review JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF\LANDING - I sat with an ill passenger in the last row for landing.

7940 3/24/2019 Sent to ERC for review BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Boarding started as soon as I arrived at the gate and before I did my security check

7942 3/25/2019 Sent to ERC for review CABIN EQUIPMENT/EMERGENCY EQUIPMENT - FA leaving personal items where emergency equipment is located

7944 3/25/2019 Sent to ERC for review AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Slide fell partially out of bustle

7947 3/26/2019 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - I do not recall what happened in reference to the letter.

7952 3/26/2019 Sent to ERC for review FATIGUE/OTHER - Late to the gate.

7955 3/26/2019 Sent to ERC for review JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF\LANDING - I gave the "we have been cleared for departure" announcement before my B flight attendant was secured in her jumpseat

7962 3/22/2019 Sent to ERC for review UNSAFE ACTIVITY/OTHER - Pax vape batteries hot prior to closing fed entry door

7965 3/25/2019 Sent to ERC for review SPECIAL
PAX/DISABLED - W/C pax boarded after CRO asked if DH FA would be her
Able Body Asst.

7968 3/28/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/OTHER - When main door was open and
we sat for a while I took drink orders

7969 3/28/2019 Sent to ERC for review SPECIAL PAX/LAP
CHILDREN - Child in lap above 2

7972 3/29/2019 Sent to ERC for review CABIN
READINESS/CABIN NOT SECURED - Coffee cup was not retrieved prior to
fwd door closing for push back

7973 3/28/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Slide came out of
container

7974 3/23/2019 Sent to ERC for review SECURITY/FLIGHT
DECK ACCESS PROCEDURES - Exited flight deck before checking for FA in
place

7975 3/29/2019 Sent to ERC for review CABIN
READINESS/PAX NOT SEATED - Aircraft landed with a passenger in the
lavatory.

7976 3/29/2019 Sent to ERC for review IEFB/MISSING IEFB -
Did not have iPad

7978 3/30/2019 Sent to ERC for review PREFLIGHT
DUTIES/EQUIPMENT CHECKS - Liquor seals that are sealing emergency
equipment

7979 3/30/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/DISARMING PROCEDURE - Blocking usable exit

7980 3/23/2019 Sent to ERC for review FATIGUE/OTHER - This
overnight from HOU to SJO is so short and problems always occur, flight
attendants are always fatigued!

7981 3/30/2019 Sent to ERC for review IEFB/LOW BATTERY -
iPad issue

7982 3/29/2019 Sent to ERC for review IEFB/MISSING IEFB - I
forgot my I pad on the aircraft in Seattle. I told Captain they printed one up in
Sacramento Called NOC.

7983 3/30/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/ARMING PROCEDURE - Preparing to land, I noticed the aft
galley service door was unarmed.

7984 3/30/2019 Sent to ERC for review CHILD RESTRAINT
SYSTEM/UNAPPROVED DEVICE - A child was sitting on an unapproved
booster seat.

7985 3/29/2019 Sent to ERC for review AIRCRAFT
DOOR\SLIDE/ARMING PROCEDURE - C Flight Attendant used her feet to
arm the door for push back.

7987 3/25/2019 Sent to ERC for review CABIN
READINESS/CABIN NOT SECURED - Securing/cleaning up the cabin early

7988 4/1/2019 Sent to ERC for review FLIGHT ATTENDANT
DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - I failed

to denote that the aircraft was equipped with life rafts during the emergency safety demo. I

7989 3/31/2019 Sent to ERC for review CABIN

EMERGENCY/FIRE - Laptop shooting flames

7990 3/30/2019 Sent to ERC for review SECURITY/SEAL

MISSING - Security Seals were not placed on all doors of the A/C, only the Forward Entry Door

7991 4/2/2019 Sent to ERC for review OWWE/PREBOARD

PAX OCCUPIED EXIT SEAT – pre-board pax in owwe

7992 4/2/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE -

Under 10, 000 feet I turned my cell phone on airplane mode and checked the flight time at my jump seat.

7993 4/2/2019 Sent to ERC for review TURBULENCE/FA

INJURY - Was serving a full service and hit severe turbulence. Could not secure the cabin or our galley before landing

7995 4/3/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/OTHER - Lobby time

7996 4/3/2019 Sent to ERC for review OWWE/PAX BRIEFED

AFTER TAKEOFF - failure to brief exit row

7997 4/2/2019 Sent to ERC for review SECURITY/FLIGHT

DECK ACCESS PROCEDURES - Failure to call for a LAV break

7998 3/21/2019 Sent to ERC for review MINIMUM

CREW/BOARDING - customer having a panic attack because the Ops Agent was not letting her husband board

7999 4/4/2019 Sent to ERC for review BOARDING/FA NOT IN

BOARDING POSITION - I was not in my boarding position when pre-boarding began.

8000 4/4/2019 Sent to ERC for review SPECIAL

PAX/DISABLED - Lithium Battery

8001 4/4/2019 Sent to ERC for

review TURBULENCE/OTHER - Alcohol

Related and Turbulence/ Safety

8002 3/15/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/OTHER - Sexual Misconduct & Physical abuse by another flight attendant

8003 4/4/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/OTHER - Without thinking gave passenger predeparture drink (Was focused on wanting to give Him above average service)

8004 4/5/2019 Sent to ERC for review OWWE/PETS IN OWWE

- pax had pet in carrier under seat in exit row

8005 4/5/2019 Sent to ERC for review FLIGHT ATTENDANT

DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS\DEMO - Cabin checking seat belts

8006 4/4/2019 Sent to ERC for review CHILD RESTRAINT

SYSTEM/IMPROPER PLACEMENT - Failure to notice car seat in aisle behind exit row

8007	4/5/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/PREFLIGHT BRIEFING WITH OPERATIONS AGENT NOT GIVEN - Poor communication with Ops
8008	4/4/2019	Sent to ERC for review	IEFB/LOW BATTERY - EFB noncompliance
8009	4/4/2019	Sent to ERC for review	IEFB/LOW BATTERY - Noncompliance
8010	4/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left EFB on flight in BWI. Realized on DH flight to ATL
8011	4/7/2019	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - Child car seat location
8013	4/7/2019	Sent to ERC for review	IEFB/MISSING IEFB - My IIEFB was left on my previous flight, got a loaner from PHX, wouldn't sync, had manual printed, departed late to RNO.
8014	4/6/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Exit row pax asking for seat belt extension
8015	4/7/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Capt. and Ops advised it was ok for me to board flight as a commuter.
8016	4/5/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Stored lunch bag before boarding
8017	4/7/2019	Sent to ERC for review	CABIN EQUIPMENT/JUMPSEAT - Aft left inboard jumpseat seatbelt not working properly. I reported this to Capt. and landed in the aft left outboard jumpseat
8018	4/6/2019	Sent to ERC for review	CABIN EQUIPMENT/SEATBELT - female portion of seat belt on the aisle.
8019	4/6/2019	Sent to ERC for review	SPECIAL PAX/UMs - UM leaving aircraft when I was being spoken to by the captain and my attention was in the cockpit
8020	4/7/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - provisioning tried to open door before it was disarmed
8021	4/6/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - Left aircraft with no FAs while through passengers onboard
8022	4/7/2019	Sent to ERC for review	IEFB/LOW BATTERY - IEFB NOT CHARGED TO 90 %
8023	4/7/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Left boarding position to check if someone could work flight for me.
8024	3/12/2019	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Disciplined for following FARS
8025	4/7/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - PED in lap during critical phase of flight
8027	4/8/2019	Sent to ERC for review	IEFB/LOW BATTERY - IEFB lost battery charge

8028	4/8/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Customer was on phone during
8029	4/8/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - I did not disarm the forward entry door cross checked c waited for b conformation and opened my door.
8030	4/4/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Proper door procedures not followed
8031	4/8/2019	Sent to ERC for review	CABIN READINESS/CABIN NOT SECURED - Cabin not secure before we pushed
8032	4/9/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Boarded a LEO before B finished their checks
8034	4/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Misplaced EFB
8035	4/8/2019	Sent to ERC for review	CABIN PET\SERVICE ANIMAL/OTHER - customers pet carrier would not fit under the seat
8036	4/5/2019	Sent to ERC for review	IEFB/MISSING IEFB - forgot EFB on a previous flight
8037	3/27/2019	Sent to ERC for review	MAINTENANCE/OTHER - Suspected mold
8038	4/4/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left EFB on aircraft
8039	4/8/2019	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT - improper location of "EXIT" sign
8040	4/9/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - I step out the plane during boarding, next to the main door, to make a statement to a police officer (IR #####)
8041	4/9/2019	Sent to ERC for review	IEFB/MISSING IEFB - Missing IEFB
8042	4/9/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - No potable water
8043	4/9/2019	Sent to ERC for review	GROUND OPS COMMUNICATION\PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Fwd entry door being closed before procedure is followed
8044	4/10/2019	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - child restraint seat placed in wrong location
8045	4/10/2019	Sent to ERC for review	IEFB/MISSING IEFB - Misplaced iPad
8046	4/10/2019	Sent to ERC for review	CABIN PET\SERVICE ANIMAL/OTHER - Pet carrier blocking egress to the isle
8047	4/9/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Declaration form
8048	4/10/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - Boarding without all flight attendants onboard
8049	4/10/2019	Sent to ERC for review	IEFB/MISSING IEFB -

Forgot iefb at previous plane-had to get one from supervisor-plane had already left by the time I got to this flight

8050 4/10/2019 Sent to ERC for review BOARDING/FA NOT IN BOARDING POSITION - out of boarding position

8052 4/11/2019 Sent to ERC for review FATIGUE/OTHER - Fatigue

8053 4/11/2019 Sent to ERC for review OWWE/PAX BRIEFED AFTER TAKEOFF - PAX relocated to exit row after briefing

8054 4/10/2019 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/CREW NON-COMPLIANCE - FAR121.577a

8055 4/10/2019 Sent to ERC for review ALCOHOL/PAX SIGNS OF INTOXICATION - CRO called Pax suspected of possible intoxication. Slurry speech, requesting drink, unstable possible disability?

8056 4/5/2019 Sent to ERC for review OWWE/PETS IN OWWE - Lady sits in emergency exit seat with dog under seat in duffle bag.

8057 4/10/2019 Sent to ERC for review IEFB/MISSING IEFB - Left IEFB on plane

8058 4/11/2019 Sent to ERC for review JUMPSEAT/OTHER - Pax felt like fainting allowed them to sit in jump seat to elevate legs and they returned to their seat with a few min.

8059 4/10/2019 Sent to ERC for review IEFB/MISSING IEFB - Left IEFB HOME

ASAP Reports received 2019 Year-to-Date:	685
Accepted Reports Year-to-Date:	369
Excluded Reports to date:	15
Open Reports:	9
ASAP Reports received 2018 Year-to-Date:	1716
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	8391

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 3/8/19 through 4/12/19 = 345
Emergencies Declared for Period = 23

2019 Year-to-Date = 910
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

03/08/19 through 04/12/19 = 5

2019 Year-to-Date = 6

2018/2019 Year-over-Year Comparative = -14 (33.3% Decrease Year-over-Year)

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

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

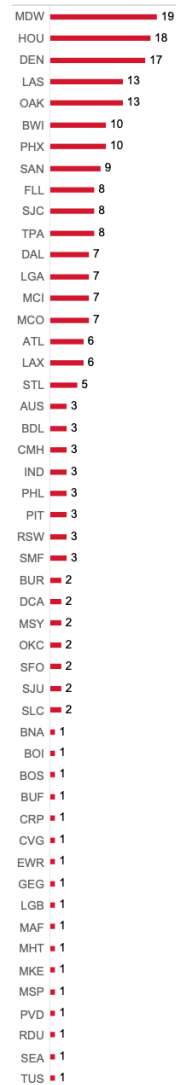
All of 2016 = 535 = **32% Decrease Year-over-Year**

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 01APR19-07APR19:

Hot Aircraft Overview 04.01.2019 - 04.07.2019

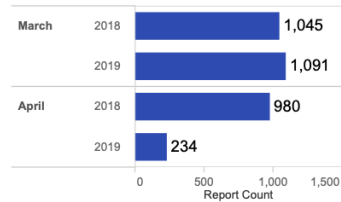
Hot AC Total by City



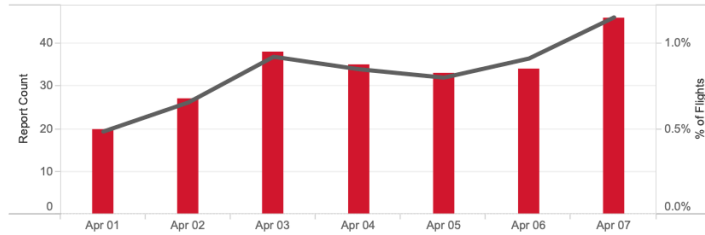
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	3/25/2019	4/1/2019	3/25/2019	4/1/2019
ACARS	263	230	-12.55%	
FO SOPI	1		-100.00%	
IF SOPI	1	2	100.00%	
Inflight Form	5	1	-80.00%	
Grand Total	270	233	-13.70%	

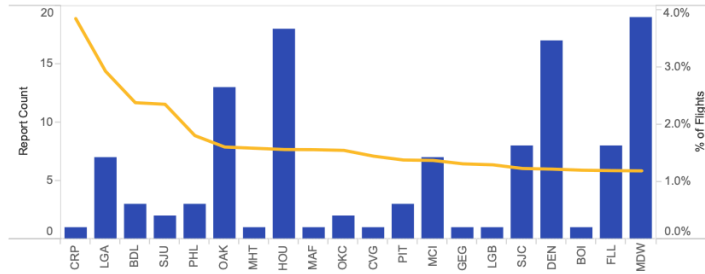
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



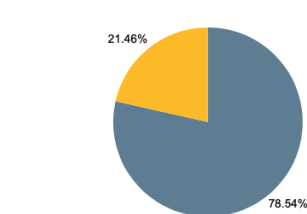
Stations - Top 20 Based on % of Flights



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	183	0.89%
800	50	0.78%

**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

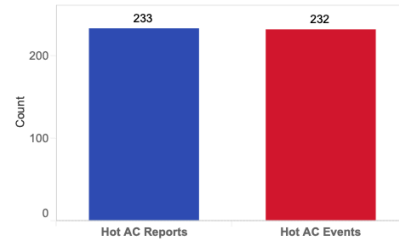
AC Number	
781	4
7729	4

Gates with three or more reports

Station	Gate	
PHX	D8	3
SJC	20	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.

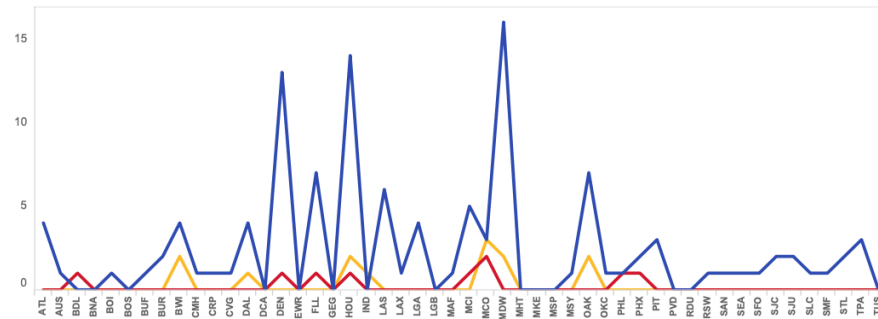


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	3/25/2019	4/1/2019
% Air Not Connected	37.64%	52.17%
% Ops Agent Not Present	4.56%	3.91%
% Ramp Agent Not Available	5.70%	5.65%



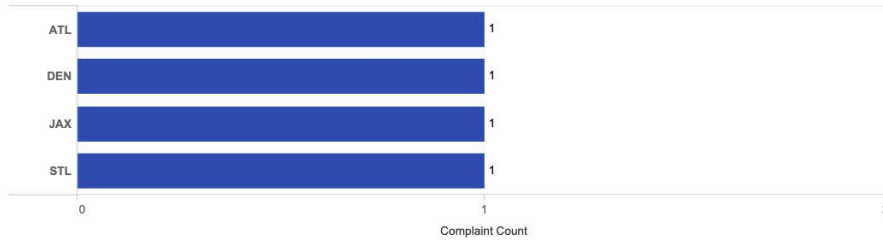
Good Job ACARS

Date	Flight Number	Station	Message
4/5/2019	175	DEN	NICE WORK
		LGA	NICE JOB
4/6/2019	3937	TUS	GREAT JOB.
	5123	PHX	NICE JOB
4/7/2019	2744	TPA	NICE JOB
	3649	LAX	GOOD JOB.

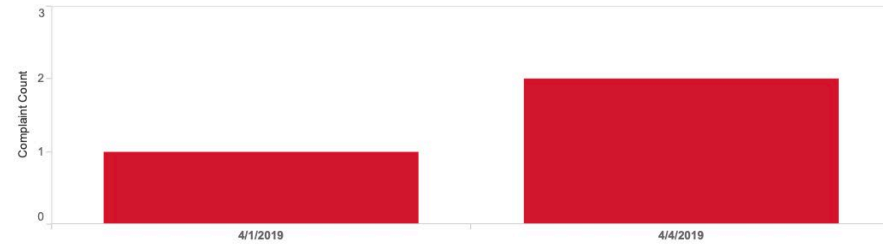
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 04/01/19 to 04/07/19

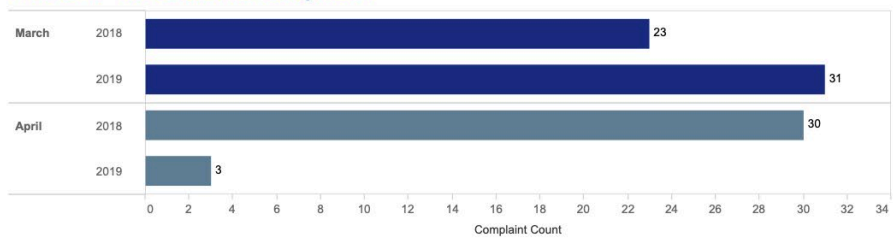
Pax Complaints by Originating City



Pax Complaints by day



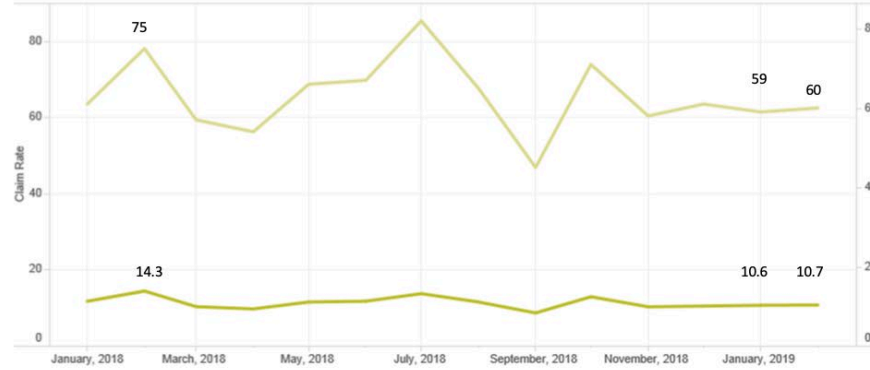
Year over Year Customer Complaints



Current Occupational Injury Data:

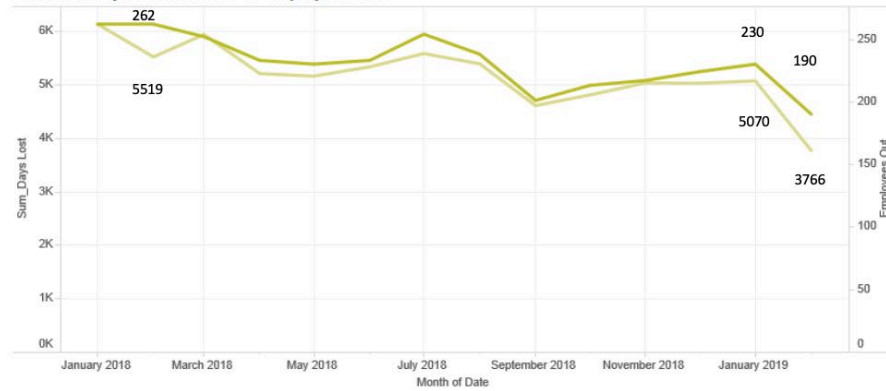
LTCR

Lost Time Claims with Rate



Lost Workdays

Lost Workdays with Number of Employees Out



OSHA Recordable (Inflight)

	Date Reported / OSHA Recordable					
	2017		2018		2019	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
Jan	69	70	72	67	85	65
Feb	62	75	59	83	86	59
Mar	71	74	73	67	0	0
Apr	82	69	83	56	0	0
May	73	74	84	78	0	0
Jun	72	77	77	69	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	79	66	0	0

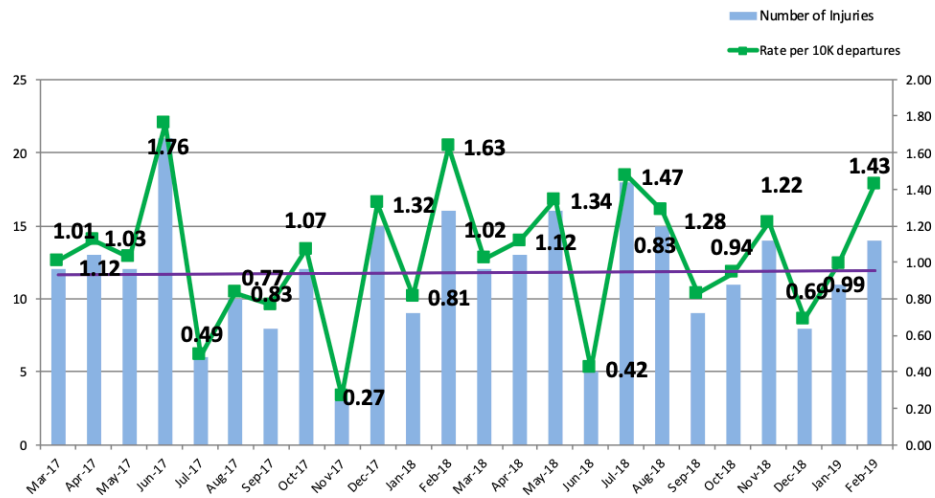
Cause (Inflight)

Injuries By Cause General and Cause Specific

Top Cause N	10	Top Cause Specific	150
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Cause General	2017	2018	2019
Struck by/Against	516	482	82
Slip/Trip/Fall	254	308	45
Other	240	252	50
Carrying/Lifting	199	190	32
Pushing/Pulling	106	131	15
Weather	48	60	12
Caught In/Between	47	46	9
Null	18	28	5
Animal/Insect	18	27	1
Collision	41	38	9
Strain	37	45	6
Contact with object	38	40	5
Cut/Puncture	29	47	3

Flight Attendant Turbulence Injuries



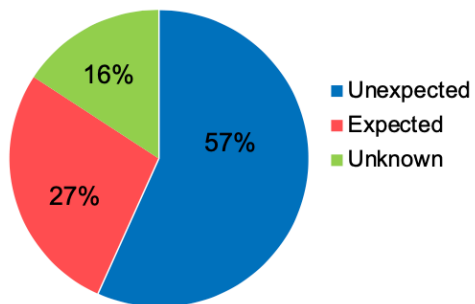
Page 5

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

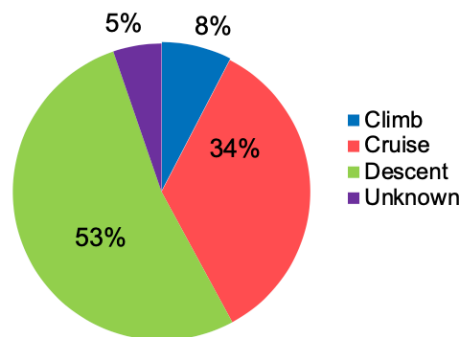
Southwest

Turbulence Injuries Overview: January 2018 - February 2019

Flight Attendants Advised of Turbulence



Phase of Flight

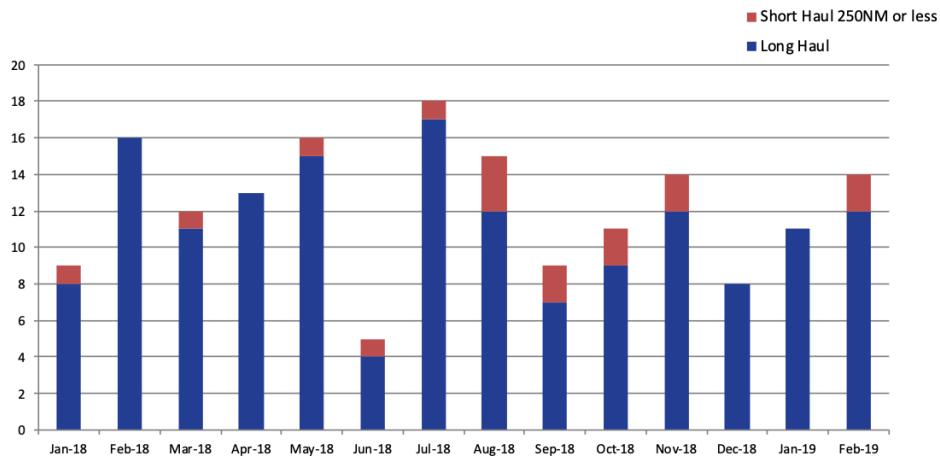


Page 6

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

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Flight Attendant Turbulence Injuries: Jan 2018 – Feb 2019



Page 7

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

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OSHA 300 Log Email Distribution to DEBM's Completed

Scheduled and Standing Meetings:

April 8, 2019 Flight Attendant Fatigue Mitigation Program Meeting (RE: FAA Reauthorization Requirement)

April 17, 2019 – Meeting with Greg Wells and Lauren Peck (RE: Inflight/Ground Ops interface issues per assurance data)

April 18, 2019 – 737 Max Grounding Update

April 25, 2019 – Health and Safety Coordination (HASC) meeting

April 29-30, 2019 – MCO Safety Fair

Report From:	Scheduling
Submitted Report:	
<i>April Scheduling Committee Report</i> <i>Primary Line Writing was canceled due to the grounding of the Max8 aircraft. The Company did compensate the Line Writers who were scheduled to write on 3/27-3/28. Xander Ricker and Ryan Smith flew to Dallas on 3/31 and met with Inflight Planning on 3/31 and 4/1 to adjust bid packets and have them ready for the opening of bidding on 4/2. To be clear, this was unforeseen and unprecedented, the Scheduling Committee was not able to sufficiently write the full bid packets due to time constraints. Currently Network Automation is diligently working through the flow charts day by day in the June schedule to route aircraft to cover the grounded Max8s with the lowest impact to our customers and our operation. Currently pairings for June cannot be built until the updated flight schedule is built, which will again put time constraints on line building.</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of May increased by 350-line positions from 9,568 in April to 9,784 positions in May. The Scheduling Committee left 0 positions in open time for the month of May in comparison 1939 were left in April.</i> <i>The Committee for the month of May wrote an average of 78.82% 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 8.68%. 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 97.54 TFP average work days were 13.98. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i> <i>The AUS Satellite base had an average of 74.29% pure lines, 44.29% weekend off and 2.86% lines containing 3-on/off or 48-hour breaks. The average lines paid 91.03 tfps.</i> <i>The FLL Satellite base had an average of 60.94% pure lines, 29.69% weekend off and 29.69% lines containing 3-on/off or 48-hour breaks. The average line paid 100.47 tfps.</i> <i>The Line Writers for May Secondary Lines were: Ryan Smith, Lisa Trafton, Rebekah Knox and Xander Ricker.</i> <u><i>Other Committee Work</i></u> <i>1. Lyn Montgomery, Liz Howayeck, Denny Sebesta, Don Shipman, Joe Skotnik, LeShaye Hutchinson, Liz Howayeck and Xander Ricker met to discuss future satellite base testing language.</i>	

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Report From:	Scholarship
Submitted Report:	
Applications are now being accepted for the four scholarships offered by TWU Local 556. The scholarships include The Paul Gaynor Scholarship, The Gwen York Scholarship, The Madeleine Howard Scholarship, and The Robert "Trebor" McDowell-Akins Scholarship. All scholarship applications and essay questions must be postmarked by June 30, 2019 in order to be eligible. Awards will be announced by August 20, 2019. Jessica submitted a scholarship announcement publication to the Communications Committee and the Technical Services Committee on March 19. The scholarship announcement was sent via email to the Membership and posted on the TWU Local 556 Website and Facebook Page on March 26. Included in the scholarship announcement was a reminder about the April 26 deadline for the Michael J. Quill Scholarships offered by TWU International.	

Report From:	Shop Steward
Submitted Report:	
<u>March Shop Steward Committee Report</u> LAX Shop Steward Training •Starting process of creating a training budget •Compiling list of Shop Stewards who missed initial training •Costing out location DAL/LAX Shop Steward Newsletter sent out 3/28 •March Newsletter Theme Points Reduction (Education Committee Article) •Timesheets procedure reminder •Communicated Date for upcoming Shop Steward Conference Call 5/6 •Email SS Com for those who missed first training •Changes in Intermittent FMLA •Top trending discipline Establish criteria for pay lounge mobilization pay •Pay will only be for Education and •Mobilization Shop Stewards •Pay will be 4tftp for 6hrs of work twice a month <i>Shop Stewards will be required write a report on the number of Flight Attendants interacted with and whether or not they spent time in the terminal. These numbers will be included in future Shop Steward reports.</i>	

Report From:	Survey
Submitted Report:	
VeAnne reports she sent out a survey to all Committee Chairs and Co Chairs that attended the Committee Workshop training event to gather feedback. VeAnne reports she assisted the Negotiating Team with the Satellite Base Survey. The new survey platform was used for this survey. VeAnne reports she has attended several New Hire Dinners at the Union office to assist with answering questions and visit with our newest future flight attendants.	

Report From:	Uniform
Submitted Report:	
An email blast went out to the membership on March 19, 2019 updating the members on various uniform items. These included updated materials, dates for availability and other information. From the emails it seems that the membership is thankful for the updates, but upset regarding some issues. The most commenting on being the fact that the updated dress with the new material will not be available until the current stock runs out. They are upset at being forced to purchase the dress with the substandard material until then. Another issue arose when the company released their own email that contradicted the release dates that were in the union email which Chad, Jabari and I were given in the February meeting in Dallas. If these dates were changed by Cintas, management should have let the Uniform team know. I will address this with Mike Sims. Allotment issues for those getting off probation and at the one year mark are still a problem. Wendy Poe seems to have dropped off the grid in regards to theses issues. Refunds of items purchased in training are being lost/ not credited. I am making multiple calls to Cintas to try to straighten out. Again, no return calls from Wendy.	

Report From:	WISE
Submitted Report:	
Jessica scheduled a follow-up meeting with the Company regarding sexual misconduct and sexual assault of Flight Attendants on April 2. In attendance on behalf of TWU Local 556 were President Lyn Montgomery, 2nd Vice President LaTonia Benoit, Board Member at Large Gayle Middleton, Atlanta Domicile Executive Board Member (DEBM) Pamela Forte, Denver DEBM Jessica Parker, Grievance Team Leave Specialist Ann Claire "AC" Crawford, and attorney for TWU Local 556 Ed Cloutman. Jessica is pleased to report that the Company is taking action on this issue by working to ensure that the best possible procedures are in place for Flight Attendants who experience sexual misconduct and/or sexual assault while on duty and that resources are readily available to them. Jessica organized a system-wide lounge educational visit for Sexual Assault Awareness Month. The Women's Issues, Service, and Education (WISE) Committee partnered with the Critical Incident Stress Management (CISM) Committee in this effort. On Friday April 5, and throughout the week of April 8, Members were in Flight Attendant Lounges across the system educating Flight Attendants on reporting procedures, safety tips, and resources available to those who experience sexual misconduct or sexual assault while on duty. Jessica has received positive feedback from those who were in the bases and our Membership is appreciative that the Union is taking action on this important issue. Jessica would like to thank all who participated in this effort including Atlanta Flight Attendant Malinda Powe-Tuzun, Baltimore Flight Attendant Alexis Allen, Dallas Flight Attendant Jessica Zimmerman, Denver Flight Attendant Leah Bowser, Houston Flight Attendant Lisa Thomas, Las Vegas Flight Attendant Amanda Gauger, Los Angeles Flight Attendant Shelly Lefebvre, Orlando Flight Attendants Sandi Voyik and Amanda Theiss, Chicago Flight Attendant Faayo Adam, Oakland Flight Attendants Nicole Catlett and Julie Sadowski, and Phoenix Flight Attendant Lynn Eckert. Jessica would also like to thank all DEBMs who participated in the lounge visits and for their support in this event. Lastly, Jessica would like to thank Eileen Rodriguez for working to staff all lounges with a CISM Team Member and also a big thanks to the CISM Team Members who participated.	