



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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MAY 2019 COMMITTEE REPORTS

Report From:	CISM
Submitted Report:	
• CISM Team Chairperson Eileen Rodriguez held a CISM Team Base Coordinators (TBC) meeting and the annual CISM Advanced training April 16-18. There were approximately 120 people in attendance at training. • CISM presented to New Hire Inflight class 413 • CISM Team Members participated in the Sexual Assault and awareness lounge mobilizations across the system during April, 8 out of 11 bases were represented • The CISM Team responded to a total of 162 Incidents and spoke to 301 Flight Attendants during the month of April.	
Calls Related to Death of FA	4
Crew Member Illness	3
Debriefing - Team Member	4
Decompression/Pressurization	1
FADAP Team Referral	2
FA Death	3
FA Death of Family Member	4
FA Illness	4
FA Injury	7
FA Involved in Incident - Off Duty	2
Fear of Flying	1
Illness of Family Member/Caregiver Stress	1
Incident on RON	1
Lounge Mobilization - ATL	1
Lounge Mobilization - BWI	1
Lounge Mobilization - DAL	1
Lounge Mobilization - DEN	1
Lounge Mobilization - HOU	1
Lounge Mobilization - LAS	1
Lounge Mobilization - LAX	1
Lounge Mobilization - MCO	1
Mechanical	7
Medical Emergency	35
Natural Disaster	1
NOC Rotation Review	3
Passenger Misconduct	8

Personal Issue	45
Safety Fair - BWI	1
Sexual Harassment or Assault	4
Smoke or Fumes in Aircraft	2
Suicide Attempt/Intervention	1
Suicide of a Family Member	1
Termination/Fact Finding	1
Turbulence	7
Unaccompanied Minor or Young Traveller Incident	1
TOTAL	162
FAs Assisted	301

Report From:	Communications
Submitted Report:	
Communications Committee Report - May 2019 • Worked on projects and publications involving multiple Committees, bases, and general Union communications (routine and urgent); in specific distribution groups and in systemwide communications (e.g., E-Connections, Safety, Health, NOC Events, Shop Steward Committee, Negotiating Committee, etc.) • Assisted Committees on project development • Continued monthly newsletter publication • Answered Membership emails and phone calls • Managed TWU Local 556 social media outlets • Monitored news and events regarding Southwest Airlines and other industry news, unions, and locals <i>Please submit your article ideas and photos to communications@twu556.org</i>	

Report From:	Education
Submitted Report:	
Amanda reports she collaborated with Shop Steward Committee Chairperson Lucy White-Lehman to create a Commuter Checklist to be distributed to the Shop Stewards. Amanda continues to add and remove members to the Official TWU Local 556 Facebook Group, ensuring the Members of the Group are Southwest Flight Attendants. Amanda made posts to the Official TWU 556 Facebook Group for the Easter PIN Black Out Date, the 2019 Point Reduction Plan, and a reminder to utilize the Chat App or call the Union Office to have questions answered. Amanda created five Facebook Lives during April to educate the Membership on a variety of topics, based on requests from the Grievance Chairperson, Gayle Ross, as well as feedback received from the Membership Meetings. Topics included: preserving IEFB battery by ensuring the cellular function was turned off (831 views), Satellite base and vacation bidding for 2020 (1028 views) , Sick Call pay on a trip that was rescheduled prior to check-in and report times in outstations (2910 views), Trip Pay Auditing Part 1 (1372 views) and Trip Pay Auditing Part 2 (935 views). Amanda researched extensively to provide examples of pairings that were placed in Open Time from the MAX 8 cancellations where the DHR/THR RIGS were not being paid (Scheduling placed Ps on those trips, which blocked the DHR/THR from being calculated). She provided a detailed explanation to Contract Coordinator Brandon Hillhouse of five different trip situations to present during the monthly Scheduling meeting. Amanda shadowed a Fact Finding meeting regarding a FTR removal. She also participated in the WISE Committee's Sexual Assault Awareness Lounge Mobilization in Las Vegas.	

Report From:	FADAP
Submitted Report:	
Tom Spillers attended the Advanced HIMS Conference in Dallas April 1-2. Greer Steinke hosted the FADAP Telephonic Al-anon Meeting April 3. Tom Spillers worked the Houston Base Safety and Wellness Fair April 4. Tina Quigley and Kirsten Bull worked the Baltimore Base Safety and Wellness Fair April 10. Charla Miller posted an Article for Alcohol Awareness Month ,on behalf of our Local TWU556 members and FADAP April 11. Natalie and Tom attended Critical Incident and Stress (CISM) Training April 15-17. Greer Steinke worked the Chicago Base Safety and Wellness Fair April 18. Natalie Made a Site Visit to Healing Springs Treatment Facility in Dallas Texas April 19. Mikel Kendle worked the Orlando Safety and Wellness Fair April 30.	

Report From:	Grievance
Submitted Report:	
<i>May 2019</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> <i>199 total grievances:</i> <i>33 terminations</i> <i>13 group grievances</i> <i>47 non-term disciplinary</i> <i>60 Attendance</i> <i>46 individual contract</i> <i>Total Contract Grievances on file: 59</i> <i>Total Discipline Grievances on file: 140</i> <u>Settled and Withdrawn Report:</u> Thirty-six grievances were settled; of those twenty-five were settled at the Step 2 level. Forty-nine grievances were withdrawn without prejudice. One Flight Attendant released the Union to proceed on her own. Of the sixty Attendance grievances, twenty-eight were No-Shows, two Unable to Contact, sixteen Failure to Report, ten Sick Leave 1, one May Be Late, one SLA, one SL, and one No-Show Training. The forty-seven non-term disciplinary grievances consisted of: twenty-eight written warnings, eight final written warnings, five thirty-day suspensions, one six-day suspension, and five violations falling under the “other” category (pass bureau, discussion log entry, etc.). <u>Fact-Finding Meetings:</u> One hundred and five fact-finding meetings were held in the bases, in April 2019. <u>Board of Adjustments:</u> May 21, 2019: FA: IEFB issue. May 23, 2019: Flight Attendants: PHX bomb scare issues. <u>Arbitrations Scheduled:</u> April 30, 2019: FA – Arbitrator Vernon. Second day of testimony was heard. June 4, 2019: FA – Arbitrator Briggs.	

June 25, 2019: FA – Arbitrator Adler.

Settled FA 30-day suspension prior to arbitration. Reduced to 3-day suspension.

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 his own regarding his thirty-day suspension for a Social Media Policy infraction.

Flight Attendant released TWU Local 556 and is proceeding on her own for Termination Class 1.17.

Upcoming Grievance Meeting:

The Union and Management will be meeting on May 22, 2019 for our monthly grievance meeting.

Report From:	LODO
Submitted Report:	
May 9, 2019 LODO Subcommittee Report Since March 4, 2019 the LODO Subcommittee has been trying to secure dates on the Calendar to continue meeting with SWA regarding the existing LODO agreement. We have been unsuccessful, due to various reason beyond TWU Local 556 control. Either the dates proposed did not fit into open dates we have available or SWA. But we are still committed to getting dates secured on the calendar as soon as booth parties can agree on a date. Outstanding Issues: • Hiring Agreement requirement of 3-year commitment • LODO Supervisors Flying to evaluate • Inequities created in the program between new hires and current LODO • Technology disparity • LODO New Hire Vacancy process (Possibly a Grievance can be filed, but needs more research) Closed Issue: • The \$25 productivity pay not being issued to SJU. This benefits as outlined in the agreement was a temporary benefit to those in the program. The Union and Company never agreed that it was permanent solution. One potential solution to the outstanding Issues, is to address while in Section 6, Negotiations. This forces the company to take a hard look at the program and find solutions or make a commitment to the open issues with the program. Submitted LaShaye Hutchinson	

Report From:	Other
Submitted Report:	
Satellite Base Test Agreement Update May 2019 Our last meeting was held on March 8, 2019 and was reflected in the March update. The following is the most recent meetings internally and with Management. <u>APRIL 2019</u> 04-11 and 12-19 Team meeting to work on Satellite Base Test language Attendees: Lyn M, Liz H, Denny S, Xander R, Don S <u>MAY 2019</u> 05-06-19 Meeting with Team to continue work on Satellite Base Test language Attendees: Lyn M, Liz H, Denny S, Xander R, Don S and Joe S. 05-10-19 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 • Union submitted counter-proposal in response to Company's last counter. • Some discussion between parties for clarification • Scheduled next meeting date for June 5 to be held at SWA HDQ	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report For April 2019		
Company Policy		2
CRM		10
F.A.R		1
I.R. Filed		4
Not Taken		1
Pilot Issue		2
Withdrawn		2
Total		24
Positive Resolution		13
Negative Resolution		2
Unresolved		9
*Unresolved includes case categories: I.R. Filed, Not Taken, Withdrawn and cases where all parties could not be reached or did not return the committee member's call.		
Base Information		
ATL	3	
BWI	4	
DAL	2	
DEN	1	
FLL	1	
HOU	4	
LAS	3	
MDW	4	

Report From:	Scheduling
Submitted Report:	
<i>April Scheduling Committee report</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of June decreased by 507-line positions from 9,784 in May to 9,411 positions in June. The Scheduling Committee left 584 positions in open time for the month of June in comparison 0 were left in May.</i> <i>The Committee for the month of June wrote an average of 70.22% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an decrease in purity over May by 8.6%. 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 97.35 TFP average work days were 13.81. 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 46.34% pure lines, 25.61% weekend off and 40.24% lines containing 3-on/off or 48-hour breaks. The average lines paid 95.83 tfps.</i> <i>The FLL Satellite base had an average of 40.51% pure lines, 16.46% weekend off and 45.57% lines containing 3-on/off or 48-hour breaks. The average line paid 95.15 tfps.</i> <i>The Line Writers for June Primaries were: BR Williamson, Seri Tyler, Shelley Taylor, Lisa Trafton, Ryan Smith and Xander Ricker</i> <i>The Line Writers for June Secondary Lines were: Rebekah Knox, Kay McCurley, Sheri Tyler, BR Williamson, Shelley Taylor and Xander Ricker.</i> <u><i>Other Committee Work</i></u> <i>• 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>	

Report From:	Scholarship
Submitted Report:	
TWU Local 556 is currently accepting applications for the Madeleine Howard Scholarship, The Paul Gaynor Scholarship, The Robert "Trebor" McDowell-Akins Scholarship, and the Gwen York Scholarship. All scholarship applications must be postmarked by June 30, 2019 in order to be eligible and awards will be announced by August 20, 2019. Jessica continues to answer phone calls and emails from Members with questions regarding the scholarships offered by TWU Local 556.	

Report From:	Shop Steward
Submitted Report:	
April Shop Steward Committee Report 2019 Emailed Monthly April Newsletter with Commuter Checklist Topics highlighted • Class 1.17 • Base breakdown over the last 12 months regarding Class 1.17 • Steward Base Transfers • Steward write-ups • Steward Conference Call May 6, 2019 with Agenda • Commuter Checklist • Fact-Finding Meeting pay Held conference Shop Steward call on May 6, 2019 Resolved Shop Steward issues and answered various questions • Dealt with Shop Steward login issues • Referred Steward Social Media issue to Professional Standards • Accepted resignations Notified Anne Claire and Tech services of Shop Steward resignation Emailed lounge mobilization criteria to DEBMs LAX Shop Steward • Attended LAX Membership Meeting • Facilitated LAX Shop Steward Election • 11 Elected, 2 ineligible • Sent out acceptance letters with May 2nd deadline • Sent Confidentiality Forms to newly elected Stewards • Added and updated LAX Base list LAX Training and makeup training • Emailed DEBMs to contact Shop Stewards that missed initial training • Notice posted in newsletter regarding makeup training opportunity • Tentative date scheduled	

Report From:	Survey
Submitted Report:	
VeAnne reports the Satellite Base Survey sent out to assist the NT had the 3rd highest completion rate with 5,269 Flight Attendants taking the survey. This is based on data tracking back to 2009. This was also the first time we used the new survey tool, Get Feedback, which integrates into Salesforce to allow better reporting.	

Report From:	Technical Services
Submitted Report:	

Report From:	Uniform
Submitted Report:	
Multiple issues dealing with ACT and acquiring the alternative uniform. At the time of this report, some are still without due to backordered items. Also, I believe there is a glitch in the system between the base ording the pieces and Cintas. Cintas assures me that when an order in placed the base leader placing the order receives a confirmation email of the order and any updates. However, in a few cases neither member nor their leader had an ideas of the progress of the order. The delay in the cotton pieces is causing issues as the temperature in several bases are rising and they will not have access to shorts until July. Members are really liking the Men's Bold Blue Polo. I have also received a lot of requests from females to include the blue polo for them. I have referred them to LINK so management can get an idea on the desire for this color. Emails and calls are coming in regarding waiting until pieces were to be switched to the new mechanical stretch material to order and yet they received the old item. As well as those who are upset about having to wait until a size runs out of the old to order. I am waiting for Cintas to get back with me regarding the amount of old stock left. I have calls into management requesting a meeting this month to follow up on issues discussed in the last meeting that are still unresolved. There are many new ideas and concerns to discuss as well. I have not heard back from them at the time of this report.	

Report From:	WISE
Submitted Report:	
Jessica would like to thank Denver Women's Issues, Service, and Education (WISE) Committee Member Christina Johnson for her continued efforts to find volunteer opportunities in the Denver area that benefit women and girls. On March 19, Denver Flight Attendants Julie Johnson, Megan Corbett, Dawn Shobe, and Christina Johnson volunteered at SafeHouse Denver by putting together storage shelves, organizing Christmas gift bags, and sorting donated items. SafeHouse Denver serves the survivors of domestic violence and their children by providing an emergency shelter, a non-residential Counseling and Advocacy Center, and an Extended Stay Program. On April 6, Denver Flight Attendants Aimee Vivion, Amber Lager, Christina Johnson, Ashley Nettles, Jamie Simpson, Stacey Vavakas, Sydney Anstine-Culhane, Cindi Stevenson, Blayne Jockers, Victoria Partridge, and Silesia Wellbrook volunteered by helping lower income teenage girls shop for the perfect prom dress. They assisted them by helping pick out a dress that complimented their personality and shape as well as helped with shoe choices and accessories. Jessica would like to thank all who have participated in these volunteer efforts and looks forward to future volunteer opportunities. Oakland WISE Committee Member Julie Sadowski is planning a dinner, tentatively scheduled for July, benefiting Girls Inc. The mission of Girls Inc. is to inspire all girls to be strong, smart, and bold, through direct service and advocacy. Jessica would like to thank Julie for her passion and dedication surrounding women's issues, and her continued efforts supporting the WISE Committee. The TWU International Working Women's Committee (WWC) Meeting is scheduled for May 20-22. In attendance on behalf of TWU Local 556 will be 2nd Vice President LaTonia Benoit, Chairperson of the WISE Committee Jessica Parker, Chairperson of the Civil and Human Rights Committee (CHRC) Pamila Forte, Oakland Shop Steward Julie Sadowski, and Oakland Shop Steward Kristen Loucks. Jessica is currently working on a presentation to be presented by LaTonia, Pamila, and Jessica regarding sexual assault. Jessica is excited to attend the upcoming WWC Meeting and looks forward to seeing and spending time with the Warrior Women of the TWU.	



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JUNE 2019 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
Pamila and Heather Kelly-Gray collaborated with the Domicile Executive Board Members for the lounge Mobilizations in each base for National Pride Month. CHRC assisted with registration and Pride shirts for the upcoming DAL, MDW, DEN and SFO Pride Parades in the month of June. CHRC would like to thank LAX Shop Steward Genesis Davoy, Dallas Shop Steward Tiffanie Morris , and California State Conference Chairperson Matthew Hettich for their assistance with the Parades. Lounge Mobilizations will take place in all of the Domilciles on June 20. Pamila attended the Working Women’s Committee Meeting in Dallas May 20-22. In attendance at the meeting were Woman’s Issues Service and Education (WISE) Committee Chairperson Jessica Parker, Recording Secretary KeyAnder Early, Oakland Shop Stewards Kristin Loucks, and Julie Sadowski. TWU Local 556 was tasked with providing a power-point presentation on Sexual Harassment/Assault in the workplace. Pamila had a conference call with Janet Hill Vice President of the Coalition of Labor Union Women (CLUW) to gather information for the presentation. Pamila would like to thank Heather-Kelly-Gray for assisting with the power-point presentation.	

Report From:	Education
Submitted Report:	
Amanda reports she made posts to the Official TWU 556 Facebook Group for the Memorial Day PIN Black Out date, the upcoming Membership Meeting dates, Reschedule policy and Groundtime language. She also posted the Commuter checklist she created that was sent to the Shop Stewards in the monthly Shop Steward newsletter. Amanda also participated in the Shop Steward Conference call to discuss the Lunch and Learn. Amanda continues to add and remove members to the Official TWU Local 556 Facebook Group, ensuring the Members of the Group are Southwest Flight Attendants. Amanda created eight Facebook Lives during May based on feedback she received as well as situations that arose throughout the month. Topics included: RIGS Part 1 (482 views), RIGS Part 2 (334 views), the IEFB communication from the Safety Committee (1,009 views), a recap of the Oakland Lunch and Learn with Oakland Domicile Executive Board Member Josh Rosenberg (1,434 views), a reminder about Membership Meetings, Satellite Base Vacancy and Vacation bidding (739 views), Irregular Operations in Denver (986 views), the Commuter Policy (493 views), End of the month Reserve, UMs and exercising options (675 views). Amanda met with the Scheduling Committee on May 10th to observe them writing Secondary Lines. She is creating an educational piece on how the monthly vacancy is awarded. Amanda participated in the Oakland Lunch and Learn on May 24th. Approximately 12 Members participated. Topics included Reserve, Attendance Points, Fact Finding meetings, California Labor issues, the Commuter Policy. Amanda continues to answer Member's questions via phone, text and e-mail regarding contractual and work rules issues.	

Report From:	FADAP
Submitted Report:	
Tom Spillers participated in the Denver Safety fair along with FADAP Al anon member Sarah smith May 15. FADAP, CISM, Professional Standards, and Tom Crabtree we're invited to a attended a meeting with the UT Southwestern Addiction Team by Amy Swetnam our On-Site EAP-specialist through Optum, May 16. Natalie and Dallas Base Coordinator Jodi Nevant attended dinner and a meeting with Serenity View Treatment facility May 21.	

Report From:	Grievance
Submitted Report:	
<i>June 2019</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 201 total grievances: <i>34 terminations</i> <i>13 group grievances</i> <i>43 non-term disciplinary</i> <i>66 Attendance</i> <i>45 individual contract</i> <i>Total Contract Grievances on file: 58</i> <i>Total Discipline Grievances on file: 143</i> <u>Settled and Withdrawn Report:</u> Nineteen grievances were settled; of those ten were settled at the Step 2 level. Fifty-three grievances were withdrawn without prejudice. One Flight Attendant released the Union to proceed on his own. Of the sixty-six Attendance grievances, twenty-eight were No-Shows, five Unable to Contact, twenty Failure to Report, eight Sick Leave 1, two May Be Late, one SL, and two No-Show Training. The forty-three non-term disciplinary grievances consisted of: twenty-five written warnings, seven final written warnings, four thirty-day suspensions, one six-day suspension, two three-day suspensions and four violations falling under the “other” category (pass bureau, discussion log entry, etc.). <u>Fact-Finding Meetings:</u> One hundred and thirteen fact-finding meetings were held in the bases, in May 2019. <u>Board of Adjustments:</u> May 21, 2019: FA: IEFB issue. <i>Settled. Removed discipline.</i> May 23, 2019: FA’s: PHX bomb scare issues. <i>Settled. Paid accordingly.</i> <u>Arbitrations Scheduled:</u> June 4, 2019: FA – <i>Settled with resignation. Made decision during second prep session.</i>	

June 25, 2019: FA – Arbitrator Adler.

July 18, 2019: FA – Arbitrator Gold.

July 24, 2019: FA – Arbitrator Briggs.

August 6, 2019: FA – Arbitrator Gomez

August 9, 2019: FA – Arbitrator McKee

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 his own regarding his thirty-day suspension for a Social Media Policy infraction.

Flight Attendant released TWU Local 556 and is proceeding on her own for Termination Class 1.17. Arbitration scheduled June 27, 2019 with Arbitrator Vernon.

Flight Attendant arbitration was held May 16, 2019. They agreed to closing arguments rather than briefs. Waiting on Arbitrator Vernon's award.

Flight Attendant released Union and is proceeding on his own to arbitration, to be heard by Arbitrator Franckiewicz, for Dishonesty/Termination.

Upcoming Grievance Meeting:

The Union and Management will be meeting on June 19, 2019 for our monthly grievance meeting.

Report From:	Health
Submitted Report:	
Added to the Health based on subject matter submitted by LayShaye Hutchinson Health Care Summit Report Session II Attendees: Michele Moore- Health and Safety Co-Chair LaShaye Hutchinson – Negotiating Committee All Workgroups with CBAs on Property Host Speakers: Julie Weber- VP and Chief People Officer Russell McCrady- VP Labor Relations Gregg Thorsen- Facilitator: Wally Gomaa- CEO ACAP Health Consulting, Sr. VP, Holmes Murphy Associates Chad Mead- Sr. Attorney, General Counsel On May 21, 2019, Southwest Airlines hosted Session II of the Healthcare Summit. The company reintroduced the Vision of the Summit. Their Vision for the Healthcare Summit is to see whether, by working together, to find a better way to address healthcare at Southwest Airlines. In January, guest experts spoke on the many challenges and opportunities healthcare presents. In Session II, they looked to build on that foundation and to focus on specific steps that can be taken to promote the vision within our workgroups and across the company. The Agenda was: 1. Achieving good health is good for everyone 2. Finding high quality healthcare possible 3. The US Healthcare System challenges are significant, but we can overcome them through better health and better quality. 4. Healthcare Privacy- HIPPA Collectively, the decision was to concentrate our efforts on <i>Know Your Health Numbers</i> and <i>Focus on Quality Care</i> all felt was a great first step to helping the People of Southwest Airlines.	

Session III is scheduled for September 17, 2019 for the next Session of the Healthcare Summit.

Report From:	Health
Submitted Report:	
Health Report for June Board Meeting	
<u>ASAP</u> The ASAP Event Review Committee (ERC) has caught up on closing out all of the reports that were submitted during the government shut down. During this time Flight Attendants continued to complete reports. We have seen over a 50% increase in reporting thus far in 2019. We will continue to do program promotion by traveling to Safety Fairs and having various promotional activities at overnight hotels. We had a good day of promotion at the DEN Safety Fair. <u>Flight #1380</u> The Flight Attendants that were involved in this event are back flying the line and are doing incredibly well. <u>Health/Safety Issues</u> • Pet allergy accommodations have been handled on an inconsistent basis so TWU 556 has been discussing this issue for the past several months with the company. The company will be publishing their policy via RBF in the near future. The documentation provided to TWU 556 Health and Safety will be provided to Lyn. TWU 556 had no participation in the contents of the policy as the company is handling is as an ACT accommodation under the ADA. • Measles • Max -800 aircraft • Whistleblower OSHA hearing regarding FAR compliance/discipline • Ground Operations policies that conflict with Inflight policies • Turbulence Flight Attendant injuries • Policy changes involving IEFB's • Health Summit • Service on short flights (inter-island Hawaii service)	

Health and Safety Meeting (HASC)

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

- **Injury Data**
- **Southwest Airlines No Fly list – this is still in the works but will not be implemented in the near future as there are a lot of issues that have to be considered and worked through from the technology side**
- **Hearing Testing**
- **Safety at MDW Recurrent Training facility**
- **SSI Revision on Lethal Toxins**
- **IEFB compliance**
- **Hot cans on the aircraft**
- **Lighting on the -800 aircraft**

Upcoming Meetings:

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

ASAP: Procedures Policy

ASAP: HOU event

HASC - monthly meeting

Meeting with Steve Murtoff – monthly meeting

Max -800 Meeting

Meeting with Greg Wells

Shop Steward Training

ASAP promotional trip

Report From:	New Hire
Submitted Report:	
Joe reports since the beginning of May 2019, he has spoken with Class 414, 415, and 416. The Company informed Joe they have cancelled class 417 and would not be rescheduling it or renumbering the classes going forward. Joe thanks BMAL Eric Weis for attending the presentation to Class 416 with him. Joe would again 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.	

Report From:	Other
Submitted Report:	
Satellite Base Test Agreement Update <u>APRIL 2019</u> 04-11 and 12-19 Team meeting to work on Satellite Base Test language Attendees: Lyn M, Liz H, Denny S, Xander R, Don S <u>MAY 2019</u> 05-06-19 Meeting with Team to continue work on Satellite Base Test language Attendees: Lyn M, Liz H, Denny S, Xander R, Don S and Joe S. 05-10-19 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 • Union submitted counter-proposal in response to Company's last counter. • Some discussion between parties for clarification • Scheduled next meeting date for June 5 to be held at SWA HDQ <u>JUNE 2019</u> • 6/5/2019 Meeting with Management made counter proposal. Attendees ○ Union – L. Montgomery, A. Ricker, D Shipman, D. Sebesta, L. Le (Notes scribe) ○ Company – B. Conlon, C. Taitte, W. Shaw, B. Grant • 6/6/2019 Meeting with Management to follow up with counter proposal ○ Union – L. Montgomery, A. Ricker, D Shipman, D. Sebesta, L. Le (Notes scribe) ○ Company – B. Conlon, C. Taitte, W. Shaw, B. Grant	

Report From:	Other
Submitted Report:	
New Hire Vacancy Ad-hoc Committee Members of the New Hire Vacancy Ad-hoc Committee met with Crew Planning to review how New Hires were assigned lines. After thorough discussions with planning, they believe the way New Hires are assigned their first line is appropriate and has the least impact on a Flight Attendants bid choice. They also discussed what happens when New Hires are assigned a line of time consisting solely of two days or turns. They worked with planning and agreed to practices when New Hires are assigned these types of lines and request a different one within the contractual time frame. The agreement made allows the New Hires to have a slightly easier schedule and does not affect the way lines are bid or assigned to Flight Attendants. They also discussed current contract language and exactly what sections apply when assigning New Hires to bases. They are still discussing exactly what applies and if there can be any changes that Southwest would agree to that are within the confines of our current contract. The Ad-hoc Committee also followed up with Management about hiring in the Bay Area. We were told that they are diligently working on identifying people who live in California that are in the current hiring pool and take steps to accelerate them to initial training. The ad-hoc committee appreciates all the patience that the OAK base has shown with this situation and how they continue to welcome New Hires. The Ad-hoc Committee is working diligently to research and work with Southwest to implement any possible solutions that are allowed in our current contract.	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report For May 2019		
Company Policy		2
CRM		3
Employee Relations		1
F.A.R.		1
Hotel		2
I.R. Filed		6
Not Taken		3
Pilot Issue		3
Social Media		1
Unprofessional Behavior		5
Withdrawn		2
In Progress		2
Total		31
Positive Resolution		12
Negative Resolution		2
Unresolved		16
In Progress		2
*Unresolved includes case categories: I.R. Filed, Not Taken, Withdrawn and cases where all parties could not be reached or did not return the committee member's call.		
Base Information		
BWI	6	
DAL	6	

DEN	4
HOU	5
LAS	2
LAX	3
MDW	3
OAK	1
PHX	1

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: June 10, 2019 Re: June 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 - 40 <table> <tr> <td>ASAP Reports received 2019 Year-to-Date:</td> <td>1133</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>769</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>20</td> </tr> <tr> <td>Open Reports:</td> <td>6</td> </tr> <tr> <td>ASAP Reports received 2018 Year-to-Date:</td> <td>1716</td> </tr> <tr> <td>Total Reports Received in 2017</td> <td>947</td> </tr> <tr> <td>Total Reports Received over the Life of Program</td> <td>8391</td> </tr> </table> Southwest Airlines Event Notification System (ENS) Fielded Events for Period: 3/8/19 through 4/12/19 = 667 Emergencies Declared for Period = 44 2019 Year-to-Date = 1577 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		ASAP Reports received 2019 Year-to-Date:	1133	Accepted Reports Year-to-Date:	769	Excluded Reports to date:	20	Open Reports:	6	ASAP Reports received 2018 Year-to-Date:	1716	Total Reports Received in 2017	947	Total Reports Received over the Life of Program	8391
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Total Reports Received in 2017	947														
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*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

04/12/19 through 06/10/19 = 38

2019 Year-to-Date = 44

2018/2019 Year-over-Year Comparative = -63 (**58.88% Decrease Year-over-Year**)

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

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

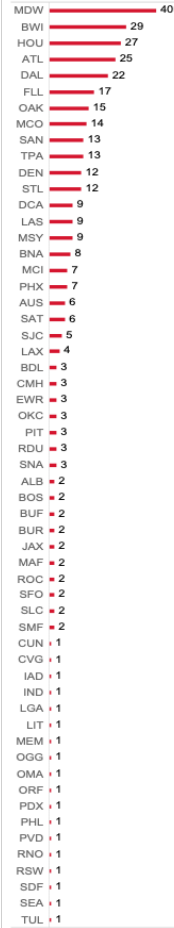
All of 2016 = 535 = **32% Decrease Year-over-Year**

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 27MAY19-02JUN19:

Hot Aircraft Overview 05.27.2019 - 06.02.2019

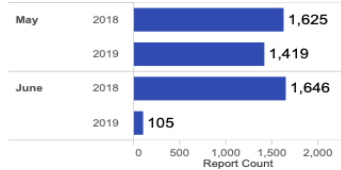
Hot AC Total by City



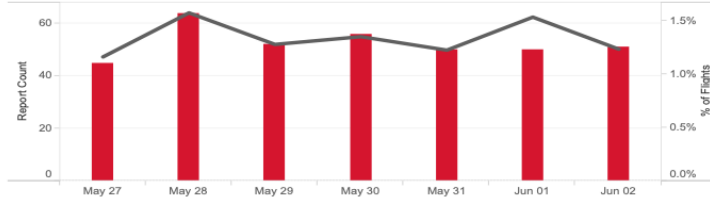
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	5/20/2019	5/27/2019	5/20/2019	5/27/2019
ACARS	320	348		8.75%
IF SOPI		1		
Inflight Form	15	19		26.67%
Grand Total	335	368		9.85%

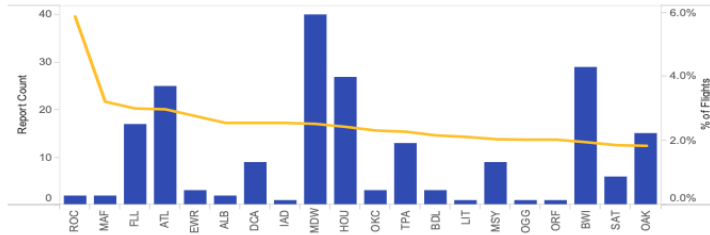
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



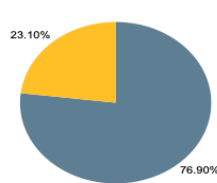
Stations - Top 20 Based on % of Flights



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	283	1.43%
800	85	1.38%

**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

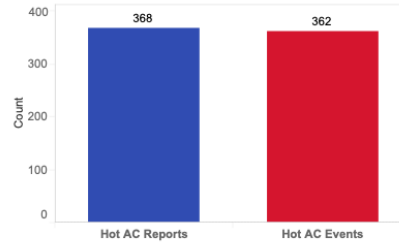
AC Number	
473	6
757	5
263	4
498	4
559	4
563	4
704	4
900	4
919	4
937	4
7725	4

Gates with three or more reports

Station	Gate	
ATL	C10	6
DAL	16	3
	20	3
FLL	B8	4
BWI	A6	3
DCA	6	3
TPA	C43	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.

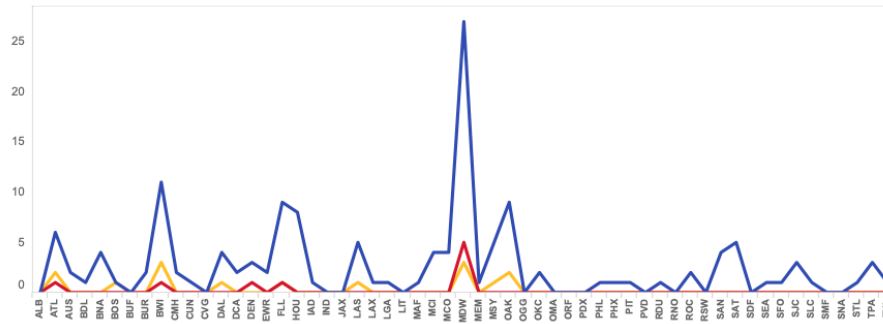


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	5/20/2019	5/27/2019
% Air Not Connected	36.56%	41.67%
% Ops Agent Not Present	3.44%	2.59%
% Ramp Agent Not Available	7.81%	4.31%



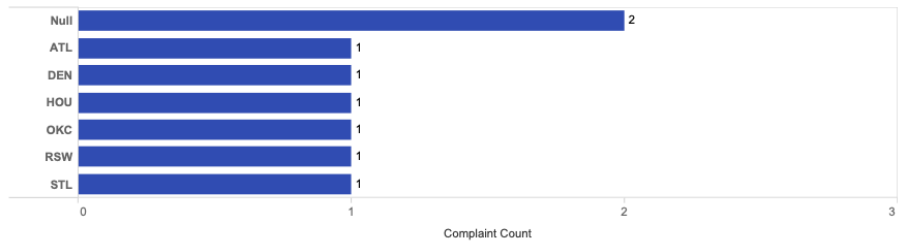
Good Job ACARS

Date	Flight Number	Station	Message
5/27/2019	5350	FLL	AIR OUT GREAT JOB OPS
5/30/2019	1574	RNO	GREAT STATION
5/31/2019	621	PHX	NICE HUSTLE
	804	SAN	EXCELLENT STATION

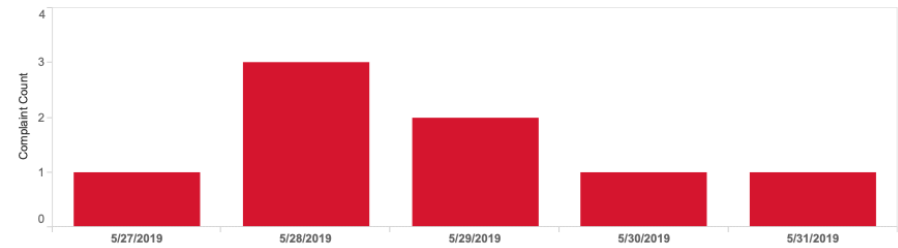
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 05/27/19 to 06/02/19

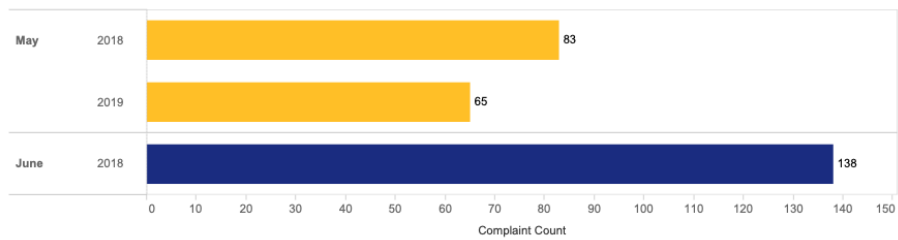
Pax Complaints by Originating City



Pax Complaints by day



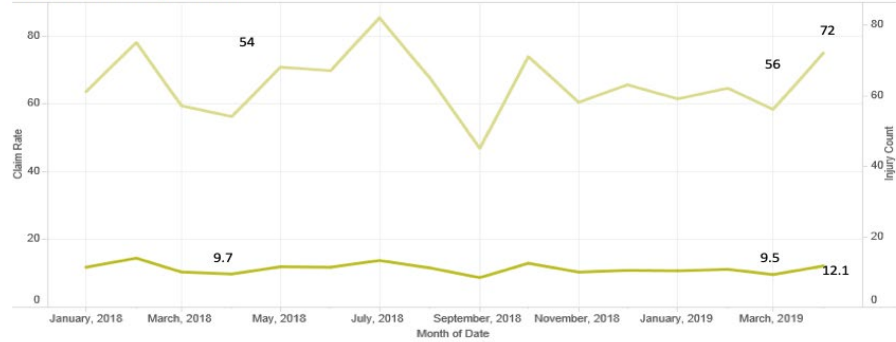
Year over Year Customer Complaints



Current Occupational Injury Data:Current Occupational Injury Data:

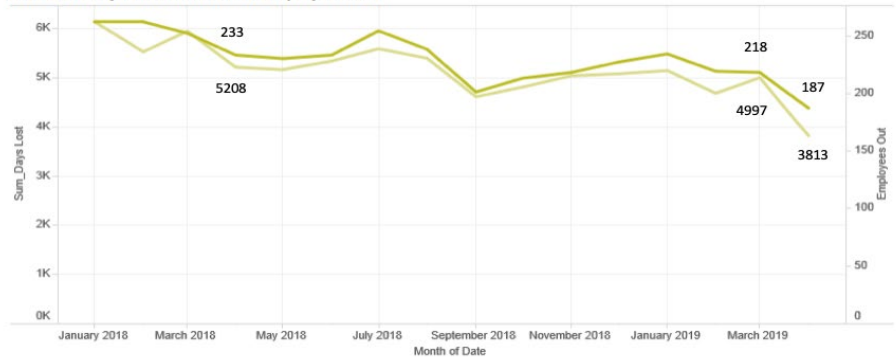
LTCR

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	83	67
Feb	62	75	59	83	82	64
Mar	71	74	73	67	90	67
Apr	82	69	83	56	78	70
May	73	74	85	78	0	0
Jun	72	77	77	69	0	0
Jul	79	69	95	89	0	0
Aug	73	66	95	75	0	0
Sep	53	63	60	53	0	0
Oct	66	69	85	83	0	0
Nov	73	53	79	59	0	0
Dec	77	69	78	67	0	0

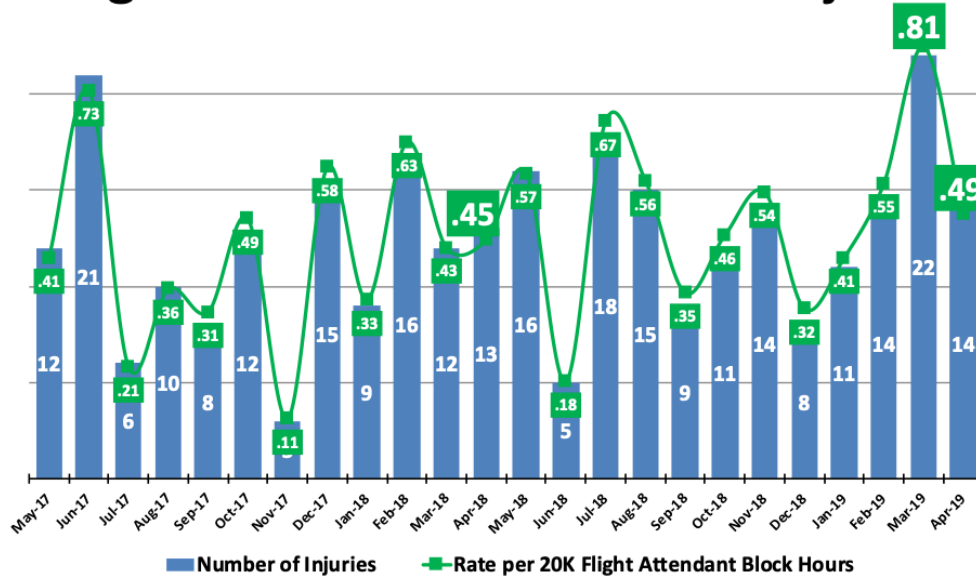
Cause

Injuries By Cause General and Cause Specific

Top Cause N	25	Top Cause Specific	150
-------------	----	--------------------	-----

Cause General	2017	2018	2019
Struck by/Against	516	483	154
Slip/Trip/Fall	254	309	91
Other	240	253	118
Carrying/Lifting	199	190	55
Pushing/Pulling	106	131	41
Weather	48	58	25
Caught In/Between	47	46	17
Collision	41	38	24
Null	18	28	8
Animal/Insect	18	27	3
Strain	37	45	13
Contact with object	38	40	15
Cut/Puncture	29	47	7

Flight Attendant Turbulence Injuries



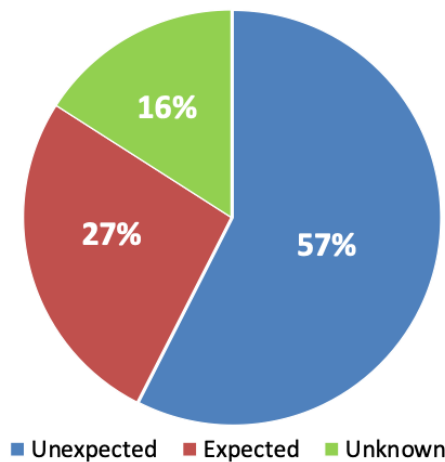
Page 5

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

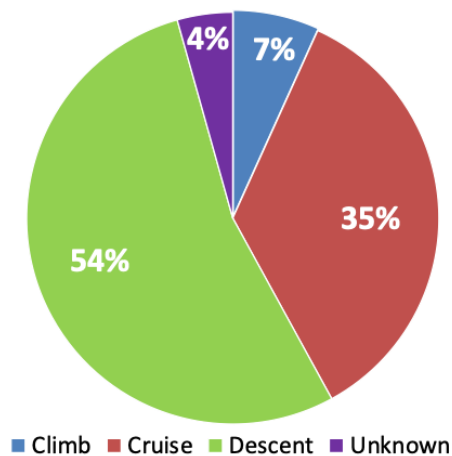
Southwest

Turbulence Injuries Overview: January 2018 - April 2019

Flight Attendants Advised of Turbulence



Phase of Flight



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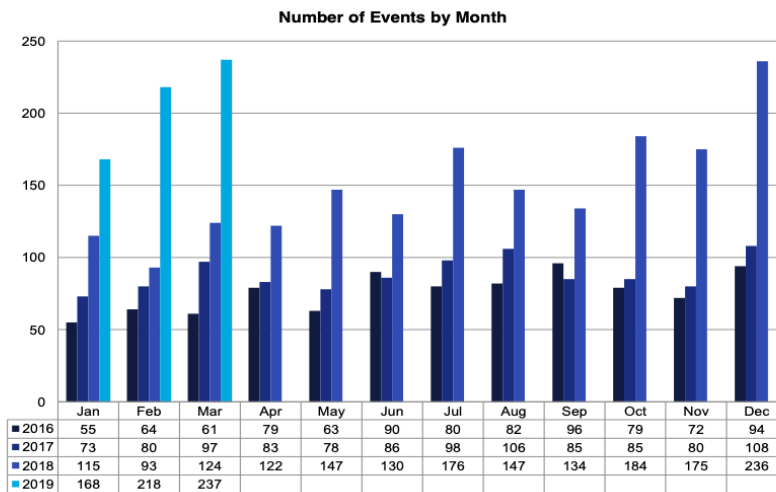
SWA-Internal - May be protected from disclosure under 49 U.S.C., Section 40123 & 14 CFR Part 193

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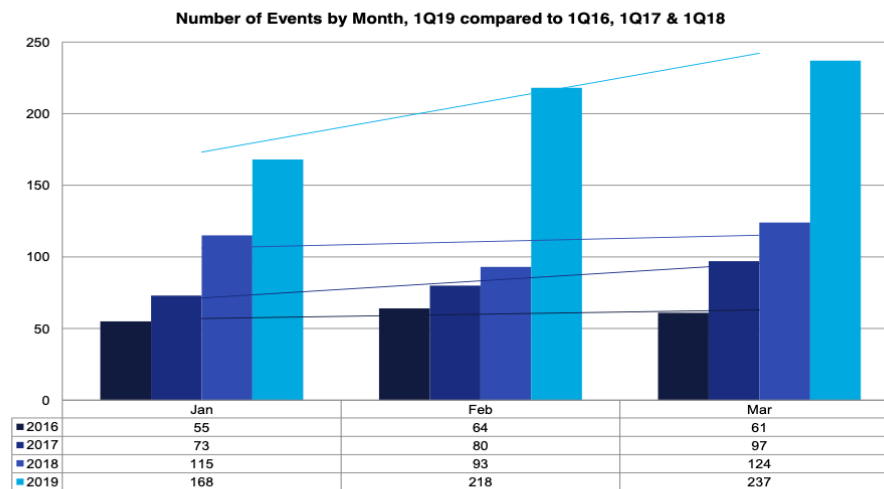
Open Discussion Items:

ASAP Q1 2019 Data Review:

Growth of the program

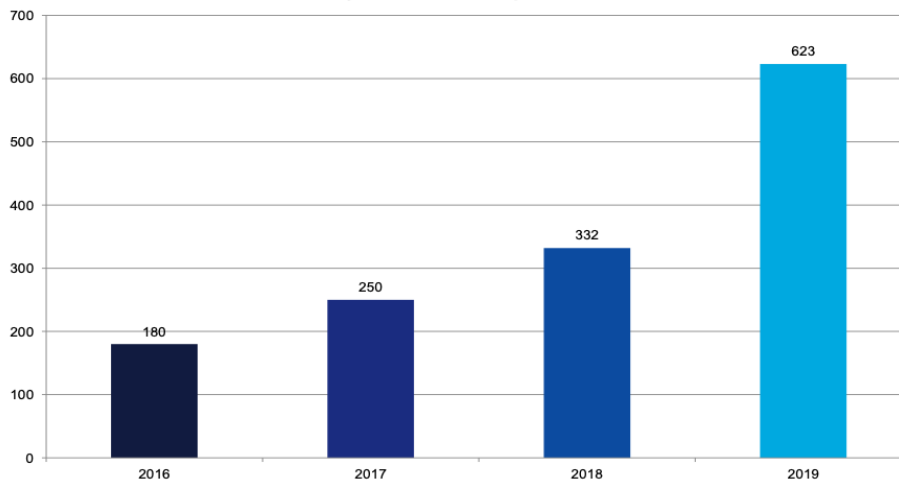


Growth of the program



Growth of the program, continued

Number of Events by Quarter, 1Q19 compared to 1Q16, 1Q17 & 1Q18



Growth of the program, continued

ASAP Report Growth				
Year	Jan	Feb	Mar	% Change
2016	55	64	61	
2017	73	80	97	
2018	115	93	124	
2019	168	218	237	
2017 Growth	33%	25%	59%	39%
2018 Growth	58%	16%	28%	34%
2019 Growth	46%	134%	91%	91%

ASAP Report Growth, Less IEFB Reports				
Year	Jan	Feb	Mar	% Change
2016	55	64	61	
2017	69	73	92	
2018	90	63	83	
2019	123	151	182	
2017 Growth	25%	14%	51%	30%
2018 Growth	30%	-14%	-10%	2%
2019 Growth	37%	140%	119%	99%

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	
2019	168	218	237										
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%
2019 Growth	46%	134%	91%	0%	0%	0%	0%	0%	0%	0%	0%	0%	91%

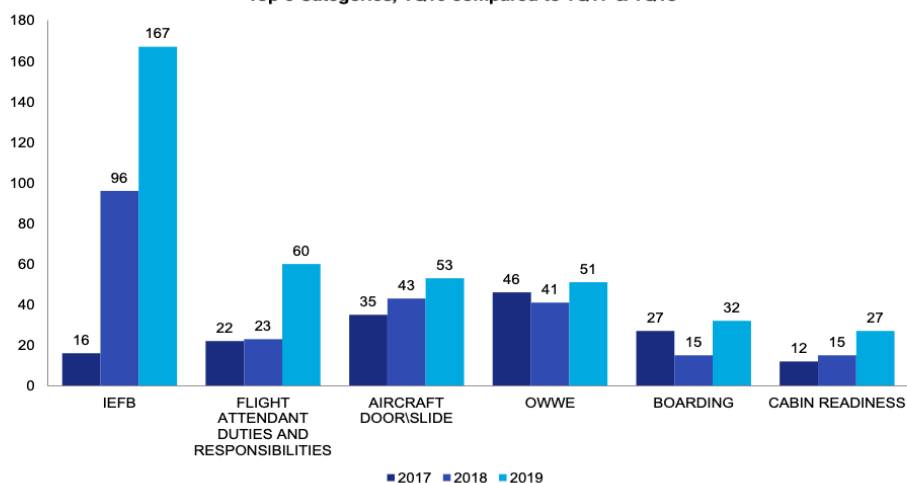
ASAP Report Growth, Less IEFB Reports													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% Change
2016	55	64	61	79	63	90	80	82	96	79	72	94	
2017	69	73	92	78	71	79	91	93	71	78	69	91	
2018	90	63	83	93	102	106	139	109	101	132	125	181	
2019	123	151	182										
2017 Growth	25%	14%	51%	-1%	13%	-12%	14%	13%	-26%	-1%	-4%	-3%	7%
2018 Growth	30%	-14%	-10%	19%	44%	34%	53%	17%	42%	69%	81%	99%	39%
2019 Growth	37%	140%	119%	0%	0%	0%	0%	0%	0%	0%	0%	0%	99%

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Taxonomy of reported events

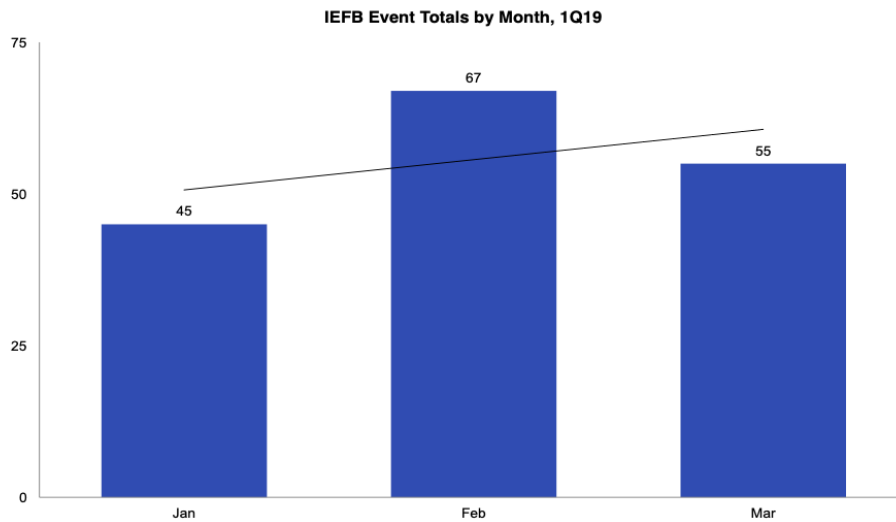
Top 6 Categories, 1Q19 compared to 1Q17 & 1Q18



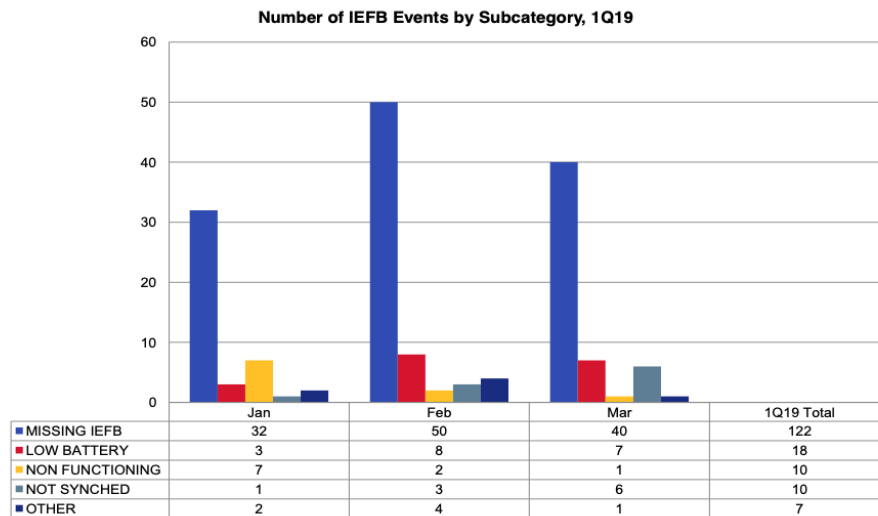
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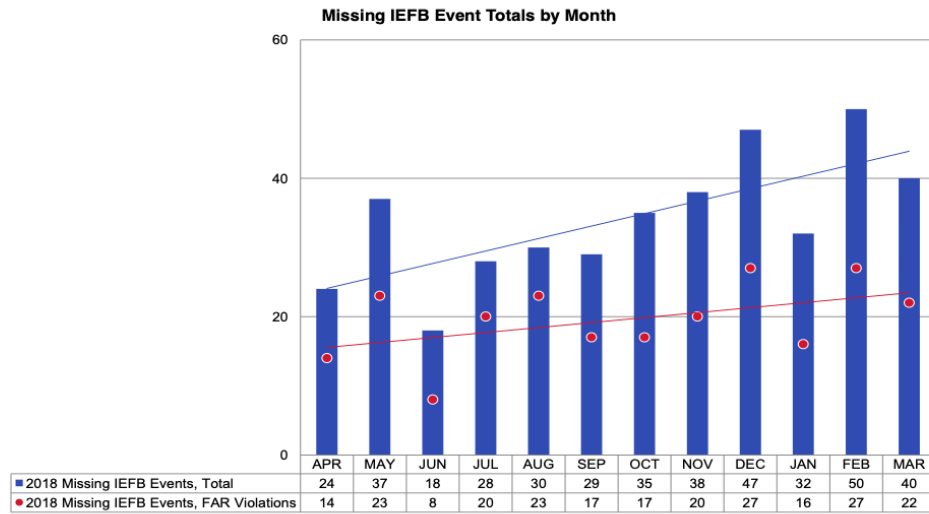
Taxonomy of reported events, continued



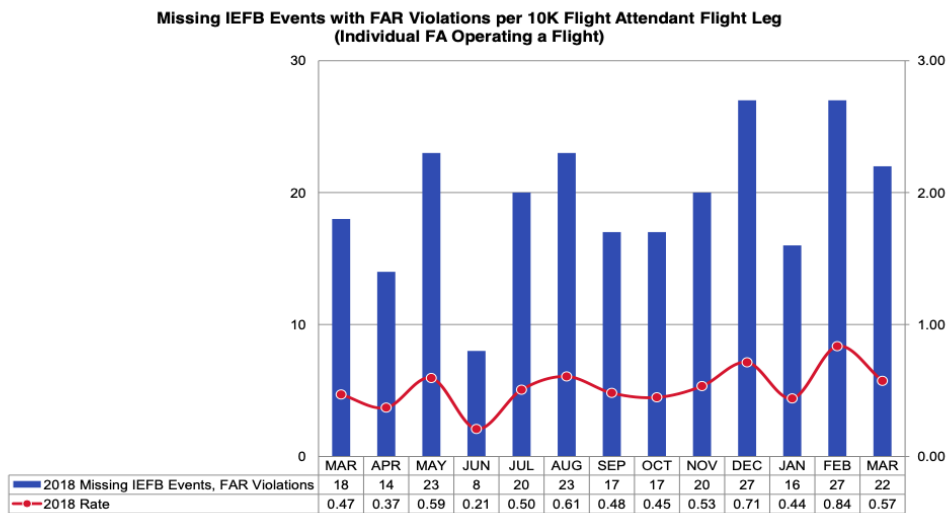
Taxonomy of reported events, continued



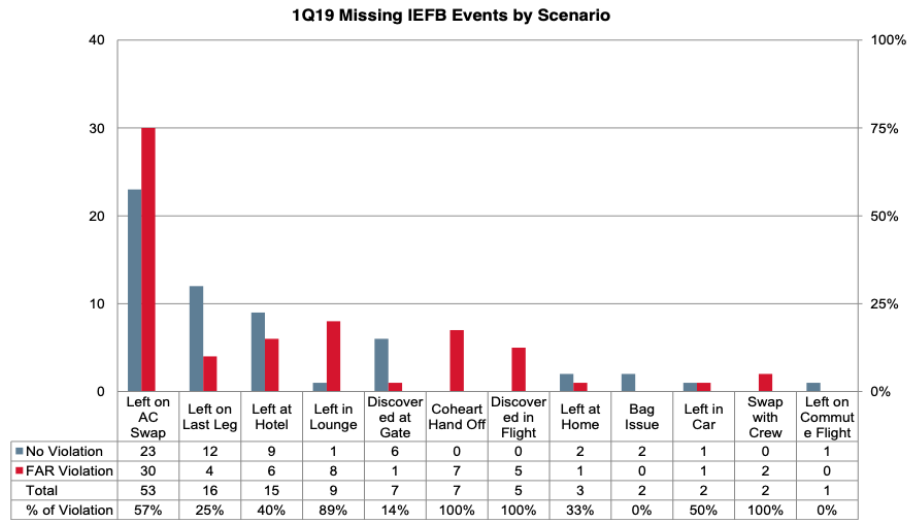
Taxonomy of reported events, continued



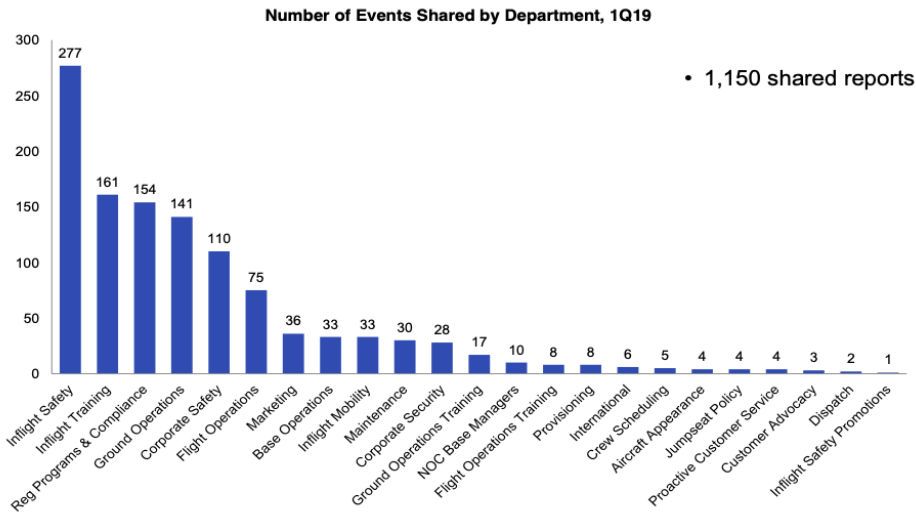
Taxonomy of reported events, continued



Taxonomy of reported events, continued



Referrals to other departments



Promotional activities

- ETOPS Validation Flights, FEB (External)
 - Took the opportunity to discuss ASAP with all Flight Attendant cadre throughout the week
- ATL Safety Fair, 28MAR (External)
 - Participated in the Safety Fair coordinated by the Atlanta Inflight Base



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Publications

- ASAP Alert, 5MAR
 - Raised awareness to minimum crew requirements when a Flight Attendant discovers they are without an IEFB. Outlined solutions for when discovered before and during boarding
- ASAP Voice, 20MAR
 - Articles and shared reports highlighting the changes and actions ASAP reports have driven in 2018



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OSHA 300 Log Email Distribution to DEBM's Completed

Scheduled and Standing Meetings:

June 10 - 12, 2019 - ASAP Continuity Guide Discussions/HOU Base Visit and ERC Team Building

June 26, 2019 – Third follow-up Meeting with Greg Wells, Lauren Peck and

Ground Operations (RE: Inflight/Ground Ops interface issues per assurance data)

June 26, 2019 – Fourth 737 Max Grounding Update

June 27, 2019 – Health and Safety Coordination (HASC) meeting

June 25, 2019 – LAX Shop Steward ASAP Training Session, Dallas, TX

June 11-13, 2019 Article 25 Negotiation Sessions, Dallas, TX

Report From:	Scheduling
Submitted Report:	
<i>June Scheduling Committee report</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of July decreased by 134-line positions from 9,411 in June to 9,277 positions in July. The Scheduling Committee left 498 positions in open time for the month of July in comparison 584 were left in June.</i> <i>The Committee for the month of July wrote an average of 70.25% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity over June by .3%. 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 101.52 TFP average work days were 14.32. 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 77.78% pure lines, 37.78% weekend off and 11.11% lines containing 3-on/off or 48-hour breaks. The average lines paid 98.2 tfps.</i> <i>The FLL Satellite base had an average of 77.78% pure lines, 36.59% weekend off and 21.95% lines containing 3-on/off or 48-hour breaks. The average line paid 98.41 tfps.</i> <i>The Line Writers for June Primaries were: Doreen Argyropoulos, Seri Tyler, Shelley Taylor, Lisa Trafton, Rebekah Knox, Janet Lamy, Ryan Smith and Xander Ricker</i> <i>The Line Writers for June Secondary Lines were: Richard Locher, Lisa Trafton, Sheri Tyler, Shelley Taylor and Xander Ricker.</i> <u>Other Committee Work</u> <i>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>	

Report From:	Scholarship
Submitted Report:	
Applications are currently being accepted for the four scholarships offered by TWU Local 556. Applications and essay questions must be postmarked by June 30 in order to be eligible. Jessica provided information regarding scholarships to Domicile Executive Board Members to include in their E-Connections. Jessica submitted a publication to Communications on June 7 to remind Members that the deadline for applications is quickly approaching.	

Report From:	Shop Steward
Submitted Report:	
May Shop Steward Committee Report 2019 Submitted Lounge Mobilization Base pay Emailed Monthly May Newsletter May 31, 2019 Topics highlighted • Class 3.6/3.17 • Monthly breakdown over the last 12 months regarding Class 3.6/3.17 • Example of ASAP events • ASAP tips • Required Items Checklist • Notice of Education Conference Call on June 6 at 11:00 CST and 16:30 CST Held Education AM/PM Conference Call on June 6, 2019 with Education Chairperson Amanda Gauger and Brandon Hillhouse regarding Article 8 Resolved Shop Steward issues • Dealt with Shop Steward complaints and issues • Dealt with ASAP Shop Steward representation issue • Dealt with Shop Steward not turning in notes Chairs meet on June 5, 2019 to plan upcoming training and work on Bylaws LAX Training and makeup training • Training scheduled for June 24-25, 2019 in DAL • Organized Meet and Greet on June 24, 2019 • Coordinated with Debbie regarding Hotel • Coordinated with John Long regarding video presentations • Emailed Training Invitations, RSVPs due June 10, 2019 • Coordinated Presenters • Coordinated with DEBMs regarding their Stewards attending Training	

Report From:	Survey
Submitted Report:	
VeAnne reports she is working with the Uniform Committee to send out a survey to the membership ahead of SWA meeting with Cintas.	

Report From:	Uniform
Submitted Report:	
Lisa had a conference call on May 21, 2019 with Mike Sims and Jamie Dotson. They discussed the following issues: <u>Cotton Shorts for immediate use:</u> Those already approved with ACT will be able to outsource a cotton pant item to be made into shorts until uniform cotton shorts are available from Cintas. Flight Attendant needs to call ACT for list of approved items. <u>Female Blue Polo:</u> They know there is a desire for it and are discussing it. <u>Apron:</u> Lisa proposed an apron for females with one already in stock with Cintas. It provides more coverage where needed with a less unisex look. <u>Light Sweater:</u> Looking into options. Possible decide at Line Review in July <u>Hidden elastic in waistband for male and female pants:</u> Could possibly happen later. <u>Blue Dress reboot:</u> Lisa brings this up every meeting. Union believes it could eliminate a majority of female uniform issues including the need for an alternative uniform for some females. <u>ACT form:</u> Verbiage is being looked at in legal. No deadline on completion stated. <u>Streamlining ACT process:</u> Still trying to get approval and deadline to make alternate uniform easier process. <u>Blue blouse fail:</u> Company knows females love the color but do not like the application. It is the least purchased item. Lisa brought up stock items already in Cintas catalog that could replace item. Management does not want to throw away money spent on current stock, so item may not be replaced for a while. We have an upcoming meeting in DAL with core team members June 13th to discuss these and other issues further. We are in the process of creating a uniform survey to be completed before the Line Review at Cintas.	

Report From:	WISE
Submitted Report:	
Jessica attended the Working Women's Committee (WWC) Meeting in Dallas May 20-22. In attendance on behalf of TWU Local 556 were Recording Secretary KeyAnder Early, Atlanta Domicile Executive Board Member Pamila Forte, Oakland Shop Steward Julie Sadowski, and Oakland Shop Steward Kristen Loucks. It was an informative and engaging Meeting and Jessica would like to thank Local 513 for hosting. Jessica, Pamila, KeyAnder, and Julie did a presentation on sexual assault and sexual harassment at the Meeting which was very well received by those in attendance. Jessica would like to thank Pamila, KeyAnder, and Julie for their work on the presentation and also extend a huge thanks to Oakland Shop Steward Heather Kelly-Gray for assisting us with the PowerPoint Presentation.	