



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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OCTOBER 2019 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
<p>The Civil and Human Rights Committee Co-Chairperson Heather Kelly-Grey wrote an article for National Hispanic Heritage Month to be posted on the TWU Local 556 Facebook page. Pamila would like to thank Orlando Shop Steward Gisela Alvarez for her contribution to the article. Pamila ordered pink lanyards for Breast Cancer Awareness Month, to be distributed to TWU Local 556 Members. CHRC would like to thank the Communications Committee for contributing to the cost of the lanyards. Pamila shipped the lanyards to all eleven Domicile Executive Board Members. The lanyards will be distributed in the bases throughout the month of October. CHRC has been in discussions with the TWU International and the AFL-CIO in regards to the upcoming Dr. Martin Luther King Jr. Civil and Human Rights Conference in January 2020.</p>	

Report From:	CISM
Submitted Report:	
<p>CISM Chairperson Eileen Rodriguez Spoke to the New Hire Flight Attendant Training class #423 and #424 and presented CISM. Eileen attended the National Labor Day AFL-CIO breakfast with TWULocal 556.</p>	
<p>CISM Chairperson held New Hire CISM training on September 18-20 and certified 14 new Flight Attendants to be on the Team. TWULocal 556 had two guests attend CISM training Damion West and Ann Claire Crawford.</p>	
<p>The CISM Team handled 117 Incidents and spoke to 249 Flight Attendants during September.</p>	
Aborted Takeoff	1
Aircraft Incident	1
Assault	5
Bomb Threat	2
Crew Member Harassment	1
Debriefing - Team Member	2
Declared Emergency	1
Diversion	1
FADAP Team Referral	5
FA Death	1
FA Death of Family Member	10
FA Illness	7
FA Injury	5
FA Involved in Incident - Off Duty	3
Human Trafficking	1
Illness of Family Member/Caregiver Stress	5
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
Lounge Mobilization - MDW	1
Lounge Mobilization - OAK	1
Lounge Mobilization - PHX	1
Mechanical	2
Medical Emergency	20
Natural Disaster	1

NOC Rotation Review	1
Passenger Misconduct	7
Personal Issue	18
Prep Cabin for Emergency	1
Sexual Harassment or Assault	3
Suicide of a Family Member	2
TOTAL	117
 FAs Assisted	 249

Report From:	Communications
Submitted Report:	
<p>Publications:</p> <ul style="list-style-type: none"> • The September newsletter was released last month digitally. Printed copies were delivered to the bases last week and distributed on originating flights out of the domiciles. Thank you to everyone for assisting with this process. • The October newsletter will recognize breast cancer awareness, attendance points, Hurricane Dorian relief efforts, bylaw amendments, and FMLA. The issue is slated to release on October 15th and will be available printed and electronically. • If you have any suggested topics or would like to be a contributor, please email communications@twu556.org. • The Fall edition of the Unity magazine is in its final editing stage. It will be delivered to the bases the last week of October. The theme is "There is Pride and Power in Unity." • The Winter edition of the Unity magazine will be released in February 2020. If you have any contributions you would like to make or ideas, please let us know soon. As we will be going into the drafting and idea stage at the end of October to begin preparations. • Our fourth quarter project will be updating the new hire handbook for 2020. 	

Report From:	Education
Submitted Report:	
<p>Amanda reports she made a post to the Official TWU 556 Facebook Group regarding the PIN Black out date for Labor Day.</p> <p>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. The Official Group has 8,258 Members.</p> <p>Amanda attended the MAX8 Return to Service strategic planning in Dallas on September 13. She was tasked with creating a fact sheet of information about Airworthiness Directives to be used in the lounge to educate Members through the process. She also put together a proposal for the Lounge Education for the MAX8 Return to Service.</p> <p>Amanda created one Facebook Live in September about Reserve vs. Lineholder similarities and differences. It has been viewed 732 times. She responded to questions posted by Members on the Live as well as questions e-mailed to the Education Committee.</p> <p>Amanda co-hosted an Education Shop Steward Conference call on September 20. The topic was Article 11: Reserve. The Contract Notes graphics were sent out in the Shop Steward newsletter along with a recap of the call and dialing instructions to listen to the call.</p> <p>Amanda wrote an article for the upcoming Unity magazine and assisted in editing the first edition of the Galley Gazette. She will be contributing an education piece monthly to the Galley Gazette.</p>	

Report From:	FADAP
Submitted Report:	
<p>Dallas Co chair Natalie Salser and Base Coordinator Jodi Nevant attended a dinner with Serenity View September 3.</p> <p>Dana Mullins monitored the Wings of Sobriety Meeting September 15.</p> <p>FADAP Co-chairs Natalie Salser and Tom Spillers attended a meeting with TWU 556 2nd Vice President LaTonia Benoit and Board Member at Large Charla Miller to begin discussions on a 2nd Chance.</p> <p>Natalie Attended a Site Visit with Serenity View Treatment Center September 18.</p> <p>Natalie Attended CISM training September 19.</p> <p>Tom Spillers and Sr. Manager of Crew Assistance Programs, Tom Crabtree, attended the Pilot HIMS Conference in Denver September 22-25</p> <p>Lori Light wrote an article for TWU 556 highlighting the events that took place at the 9th Annual FADAP Conference in Baltimore .</p> <p>Tom and Natalie submitted an Article that will be published in the upcoming Unity Magazine.</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>October 2019 Executive Board Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u></p> <p><i>204 total grievances:</i></p> <p><i>36 terminations</i> <i>15 group grievances</i> <i>55 non-term disciplinary</i> <i>67 Attendance</i> <i>31 individual contract</i></p> <p><i>Total Contract Grievances on file: 46</i> <i>Total Discipline Grievances on file: 158</i></p> <p><u>Settled and Withdrawn Report:</u></p> <p>Thirty grievances were settled; of those nineteen were settled at the Step 2 level. Thirty-two grievances were withdrawn without prejudice.</p> <p>Of the sixty-seven Attendance grievances, thirty-eight were No-Shows, three Unable to Contact, nine Failure to Report, eight Sick Leave 1, one May Be Late, and eight No-Show Training.</p> <p>The fifty-five non-term disciplinary grievances consisted of: twenty-seven written warnings, eleven final written warnings, eight thirty-day suspensions, one six-day suspension, five three-day suspensions and three violations falling under the “other” category (pass bureau, discussion log entry, etc.).</p> <p><u>Fact-Finding Meetings:</u></p> <p>Ninety-four fact-finding meetings were held in the bases, in September 2019.</p> <p><u>Chat Apps</u></p> <p>702 chat app messages received the month of September.</p> <p><u>Board of Adjustments:</u></p> <p>Sept 24, 2019: FA - FTR <i>Settled</i>. Removal of FTR.</p> <p>Sept 26, 2019: FA – FTR <i>Settled</i>. Removal of FTR.</p>	

October 22 & 24, 2019: FA's – Written Warnings for Delay of Flight – Food issues

FA – Written Warning – Class 2 – FA filed an EEOC complaint regarding the discussion of his hearing aid in the fact-finding meeting. Discipline was removed by SWA to settle EEOC claim. Grievance withdrawn.

Arbitration Schedule:

June 28, 2019: Briefs submitted for FA: *Still waiting for decision from Arbitrator Vernon.*

July 24, 2019: FA – Arbitrator Briggs. *Held. Preparing briefs. Requested a two-week extension to submit briefs.*

FA – scheduled for 10.16.19 – Arbitrator Adler

FA – scheduled for 11.12.19 (one-week extension to get this date) – Arbitrator Gold

FA – scheduled for 11.22.19 - Arbitrator Javits

FA – scheduled for 12.05.19 – Arbitrator Symonette

FA – schedule for 12.20.19 – Arbitrator Frankiewicz

Arbitration-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 held on June 27, 2019 with Arbitrator Vernon. *Briefs due.*

Flight Attendant released TWU Local 556 and is proceeding on his own to arbitration for a Written Warning: Class 2.10 Unprofessional Conduct.

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for a FTR.

Upcoming Grievance Meeting: The Union and Management will be meeting on October 28, 2019 for our monthly grievance meeting.

Report From:	LODO
Submitted Report:	
<p>The LODO subcommittee is scheduling the next meeting with Management.</p> <p>Management reported the following to all LODO's.</p> <p>1. October LODO Open Time LODO Open Time trading begins Wednesday, 9/18 at 1200 Central Time. There are 20 total open trips for October, and as of right now none for September.</p> <p>Don't forget if you are trading for a trip in a different base or on a different day, or dropping a Reserve block, you must call Crew Scheduling to process the trade. You may have a buddy call on your behalf, as long as they are on your buddy list.</p> <p>2. November schedules and beyond Crew Planning is currently working on the November LODO pairings. A new flight schedule starts on 11/3. November and December have 12 SJU weekday departures per day, nearly back to the peak summer schedules. This means we will have more LODO pairings and lines in November and December compared to the previous few months.</p> <p>The majority of the LODO pairings and lines will be in BWI, DEN, HOU, MCO, and MDW with some additional pairings in other bases. We will continue to have turn lines out of the FLL satellite base. Also, we will have more MCO-SJU turns than the past couple of months.</p> <p>3. LODO pairing productivity Recently I received some questions about LODO pairing productivity, why many of them pay minimums and some have long days on the days that don't have LODO flying. There are a few factors here that lead to this:</p> <p>a) In order to reduce possibility of misconnects, we do not build "crew connections" (aka "aircraft changes" or "bag drags") in duty days before a LODO flight. This means that flow of the aircraft will dictate how the pairing can be built. This can affect productivity of that day, and also limits how we can build the pairings.</p> <p>b) The HAV flights only pay around 1.4-1.6 TFP. Due to the ground time needed for international flights, accommodating the LODO Flight Attendants' request not to build the 4-leg HAV duty days, and a) above (no crew connections before LODO flight), this leads to more unproductive days with HAV flying.</p> <p>c) With the more unproductive HAV duty days, this leads to more rig in the pairings. In order to balance out the costs, you sometimes will have more productive/longer days on the other duty days.</p> <p>The pay minimums can also be present in other LODO pairings, but is more common on the pairings with HAV flights. The Crew Planners pay close attention to the LODO pairings, but there is only so much we can do with the flight schedule. We are always</p>	

looking at ways to balance the needs of staffing across the bases, quality of life, cost, and operational performance. This is true for LODO pairings and for all pairings. It's been especially challenging this year due to the last-minute schedule revisions with the MAX removal. We haven't had as much time to build schedules as we normally do, which doesn't give us as much time as we'd prefer to focus on running different scenarios for quality.

Report From:	Other
Submitted Report:	
<p><u>Satellite Base October 2019 Report</u></p> <p>The full provisions of the Phase II Satellite Base Test Agreement went into effect on August 1, 2019.</p> <p><u>SEPTEMBER 2019</u></p> <p>09-23-19 Meeting with Management to discuss success metrics thus far for Phase II of Satellite Base test.</p> <p>Attendees: Union – Lyn Montgomery, Liz Howayek, Denny Sebesta, Don Shipman, Lisa Le</p> <p>Company – Brendan Conlon, Claire Taitte, Wayne Shaw, Briana Grant</p> <ul style="list-style-type: none"> • Company reviewed updated success metrics for July 2019-August 2019 • Discussions between parties included analysis on sick time, open time, reason for pulls and trip coverage (Lineholder/Reserve) • Management stated that there was only one situation in which the new provisions calling for time off applied. The time off was granted. • Lyn presented the Executive Board's feedback on future Satellite Base locations. • Scheduled next meeting date for November 11, 2019 at 10:00AM to be held at SWA HDQ. 	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report For September 2019		
Company Policy		2
CRM		3
Employee Relations		2
F.A.R.		1
Not Taken		2
Pilot Issue		4
Unprofessional Behavior		3
Withdrawn		2
In Progress		4
Total		23
Positive Resolution		16
Unresolved		3
In Progress		4
*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	1	
BWI	4	
DAL	2	
DEN	4	

FLL	1
HOU	2
LAS	1
MDW	2
OAK	2
PHX	3

Report From:	Scheduling
Submitted Report:	
<p>Currently due to the Scheduling Committee not writing VR lines until October 10th this coming Thursday, I do not have updated line statistics. I will have a supplemental addition on Thursday.</p> <p>PRIMARY LINE WRITERS FOR OCTOBER</p> <p>Shelley Taylor Rebekah Knox Sheri Tyler Kay Mc Curley Lisa Trafton</p> <p>VACATION RELIEF LINE WRITERS WILL BE</p> <p>Lisa Trafton Rebekah Knox Sheri Tyler Xander Ricker</p>	

Report From:	Shop Steward
Submitted Report:	
<p>September Shop Steward Committee Report 2019</p> <p>Shop Steward Education Conference Call on September 16, 2019</p> <ul style="list-style-type: none"> • Hosted by Education Chair Amanda Gauger • Discussed Article 11: Reserve • Brandon Hillhouse assisted on the call answering grievance questions • Shop Stewards were given an opportunity to email questions ahead of time <p>Resolved Shop Stewards Issues</p> <ul style="list-style-type: none"> • Received one resignation HOU based <p>Mobilization Video</p> <ul style="list-style-type: none"> • Coordinated with Jong Long to finalize 5 minute mobilization video of Nick Bedell's workshop from SS training <p>Emailed Monthly September Newsletter October 1, 2019</p> <p>Topics</p> <ul style="list-style-type: none"> • Conference Call Reserve Highlights • Chart detailing Reserve Contact Times • Conference Call play back information • Salesforce tips • Mobilization video Nick Bedell • Social Media Fact-Finding Meeting/Step 2 Hearing breakdown by base • Article 11 Contract Note Graphics 	

Report From:	Survey
Submitted Report:	
<p>VeAnne reports she is submitting the 2019 Annual Membership Survey to the Executive Board for approval to send out to the membership. This is a general survey regarding member needs, operational issues and general information. It does not include anything to do with negotiations. The survey questions are based on previous surveys and questions submitted to the Survey Committee through a variety of formats including face to face conversations, text messages, emails and phone calls. Additionally VeAnne reports she is submitting a survey that was compiled by Justin Cullipher regarding service procedures and the use of carts.</p>	

Report From:	Technical Services
Submitted Report:	

Report From:	Uniform
Submitted Report:	
<p>Lisa and Chad had a meeting with Mike Sims and Jamie Dotson this month. The Company went over the entire process of the uniform from conception to delivery. This included the steps that a desired item goes through if we added it now. It is a lengthy process. They wanted us to understand that you can not just add an item and have it available within a month or so. This comes as a response from asking them for items the Membership has asked for via LINK, emails, and the survey taken. This also included pieces for the alternative uniform (IE sweater, dress, jacket)</p> <p>Other items / concerns were brought up, and due to the meeting having to end, Jamie would get back to us on those items.</p> <p>We are still getting calls regarding allotments when off probation / coming back from leave. Each case has been rectified.</p> <p>There have been numerous issues with Cintas and the ordering process. Ordered items are being cancelled by Cintas and they are trying to send replacement items (IE Polo shirt without the wing grommets). Each time Cintas told us to contact SWA as it was their decision. Communication with Cintas seems to have broken down. Although it was a lengthy process, we have been able to resolve each case to date.</p> <p>This committee will continue to strengthen our resolve with the Company regarding these items.</p>	

Report From:	Veterans
Submitted Report:	
<p>Recently TWU Veteran Chairperson Chris Sullivan attended the 3rd Quather meeting of the Charity "100 Veterans Who Give a Damn" and helped raise over \$11,000 for the Charity totalling over \$22,000 which included a suprise match from American Airlines. The Veterans Committee was also able to raise \$705 for the Charity End22 which brings awareness to those Veterans we lose to the hidden wounds of war.</p> <p>TWU Veteran Co-Chairperson Wayne Tipton brought awareness to the TWU International Veterans website and help enroll membrers who are Veterans which helps our Committee Legislate Veterans Rights and Benefits. Your Veterans Committee will be attending the 4th Quarter TWU Veterans Committee Conference in Dallas this coming December.</p>	

Report From:	WISE
Submitted Report:	
<p>Jessica submitted an article observing Breast Cancer Awareness Month (BCAM) which was published to the Membership on October 1. Jessica would like to thank Board Member at Large Gayle Middleton for sharing her personal story which was included in the publication. Domicile Executive Board Members held Lounge Mobilizations system-wide for BCAM the first week of October. Jessica ordered self-exam shower cards to be distributed to Members. Jessica would like to thank Civil and Human Rights Committee Chairperson Pamila Forte and the Communications Committee for ordering pink lanyards to be distributed to our Members in support of BCAM. Flight Attendants were very appreciative that the Union recognized the importance of showing support for our Members and their family members and friends who are survivors or are currently battling breast cancer.</p> <p>The upcoming Coalition of Labor Union Women (CLUW) Biennial Convention is being held in Las Vegas October 15-18. TWU Local 556 and the Women's Issues, Service, and Education (WISE) Committee is sending its largest Delegation ever to this important Convention. This will be an opportunity to engage those in the Labor Movement and Women's Movement and form coalitions to fight back against those who wish to eliminate the gains we have fought so hard to achieve.</p> <p>The TWU Local 556 WISE Committee will be co-hosting the upcoming Working Women's Committee Meeting October 29-30 in San Francisco. Jessica would like to thank Local 556 Shop Steward Julie Sadowski and Local 505 President Jennifer Platt for working together to plan what promises to be a fantastic Meeting.</p>	