



The Union of  
Southwest Airlines Flight Attendants  
**TWU LOCAL 556**

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# DECEMBER 2019 COMMITTEE REPORTS

<b>Report From:</b>	<b>CHRC</b>
<b>Submitted Report:</b>	
<p>CHRC has been in communication with TWU International and the AFL-CIO with preparations for the upcoming Martin Luther King Jr. Civil and Human Rights Conference, January 17-19 in Washington, DC. CHRC continues to work with the TWU Local 556 Committee Chairs on the upcoming Diversity and Inclusion training tenthly scheduled for Spring 2020. Pamila has been working with Shop Steward Angie Kilbourne on materials for the Domicile Executive Board Members to distribute for Human Trafficking Awareness Month.</p>	

Report From:		CISM
Submitted Report:		
Assault	2	
Birdstrike	1	
Calls Related to Death of FA	1	
Crew Member Harassment	2	
Debriefing - Team Member	8	
Declared Emergency	1	
FADAP Team Referral	2	
FA Death	3	
FA Death of Family Member	7	
FA Illness	2	
FA Injury	3	
Fear of Flying	1	
Fire on Aircraft	1	
Human Trafficking	1	
Illness of Family Member/Caregiver Stress	3	
Incident on RON	1	
Mechanical	2	
Medical Emergency	24	
NOC Rotation Review	2	
Passenger Misconduct	8	
Personal Issue	26	
Professional Standard Referral	1	
Safety Fair - PHX	1	
Suicide Attempt/Intervention	3	
Turbulence	3	
Total	109	
FAs Assisted	185	
Eileen Rodriguez		
SWA/TWU556 Inflight CISM Chairperson		

<b>Report From:</b>	<b>Communications</b>
<b>Submitted Report:</b>	
<p><b>UNITY MAGAZINE WINTER EDITION</b>  We have began developing the Winter Unity Magazine. Below is the projected deadlines and anticipated release date.</p> <p>December 9: The theme for the Winter Unity Magazine and authors for featured articles determined.</p> <p>January 15: Deadline for all article submission</p> <p>February 17-21: Distribute Unity Magazines in the domiciles and post online.</p> <p><b>GALLEY GAZETTE</b>  The December issue is scheduled to be released this month in both digital and print format.</p> <p><b>NEW HIRE HANDBOOK</b>  The edits to update the New Hire handbook have been received. The book is slated to be distributed in time for the first new hire class of 2020.</p> <p><b>WEBSITE REFRESH 2020</b>  Communications and Tech Services are in the early stages discussing enhancements to our website. We will continue to work together to complete the refresh in 2020 to our website.</p> <p>Submitted By: KeyAnder Early</p>	

<b>Report From:</b>	<b>Education</b>
<b>Submitted Report:</b>	
<p>Amanda continues to add and remove members to/from the Official TWU Local 556 Facebook Group, ensuring the Members of the Group are Southwest Flight Attendants. The Official Group has 8,294 Members.</p> <p>She made a post on the Official TWU Local 556 Facebook Group regarding Stranded/Unscheduled RONS when the winter storm hit Denver during the week of Thanksgiving.</p> <p>An e-mail blast containing the “Basics of Reports” was sent to the Membership. This e-mail educated on the different types of reporting options available to our Members and when each is appropriate to use.</p> <p>Amanda contributed to the upcoming Shop Steward newsletter with a piece regarding Reschedule, Stranded and Unscheduled RON terminology (Article 9 for Lineholders and Article 11 for Reserve).</p> <p>Amanda received the edits from the Negotiating Committee regarding the “Basics of Negotiations” education piece. These edits have been incorporated and submitted back to the Negotiating Committee for final review.</p> <p>Amanda participated in the November 6<sup>th</sup> NTF Lounge Mobilization and spoke with Members regarding Negotiations. She also attended the LAS Membership Meeting on November 18<sup>th</sup>.</p> <p>Amanda would like to thank the Education Committee Liaison, John Di Pippa, for his willingness to assist whenever needed regarding the Education Committee.</p> <p>Amanda would like to wish the Executive Board a happy and safe holiday season.</p>	

<b>Report From:</b>	<b>FADAP</b>
<b>Submitted Report:</b>	
<p>FADAP Phoenix Base Coordinator McArthur Stidom participated in the Phoenix Safety Fair on November 5.</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>December 2019</i> <i>Executive Board Report</i></p> <p><b><u>TOTAL NUMBER OF GRIEVANCES:</u></b></p> <p><b>193 total grievances:</b></p> <p><i>39 terminations</i> <i>15 group grievances</i> <i>40 non-term disciplinary</i> <i>44 Attendance</i> <i>55 individual contract</i></p> <p><i>Total Contract Grievances on file: 70</i> <i>Total Discipline Grievances on file: 123</i></p> <p><b><u>Settled and Withdrawn Report:</u></b></p> <p>Fifteen grievances were settled; of those twelve were settled at the Step 2 level. Forty grievances were withdrawn without prejudice.</p> <p>Of the forty-four Attendance grievances, twenty-two are No-Shows, three Unable to Contact, nine Failure to Report, four Sick Leave 1, and six No-Show Training.</p> <p>The forty non-term disciplinary grievances consist of: twenty written warnings, seven final written warnings, seven thirty-day suspensions, two six-day suspension, and four three-day suspensions.</p> <p><b><u>Fact-Finding Meetings:</u></b></p> <p>Seventy-three fact-finding meetings were held in the bases, in November 2019.</p> <p><b><u>Chat Apps</u></b></p> <p>718 chat app messages received the month of November.</p> <p><b><u>Board of Adjustments:</u></b></p> <p>FA: January 23, 2020</p> <p><b><u>Arbitration Schedule:</u></b></p> <p>June 28, 2019: Briefs submitted for FA: <i>Still waiting for decision from Arbitrator Vernon.</i></p>	

FA – Day one held 11.12.19. Day two scheduled 2.14.20

FA – *Settled*

FA – *Settled*

FA – Declined settlement offer. Scheduled for 12.20.19

FA – *Settled*

FA – deadline to hold arbitration 02.11.20 – Arbitrator Gomez (Union offered 01.09.20)

FA - deadline to hold arbitration 02.11.20 – Arbitrator Javits (Union offered 01.29.20)

**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. *Waiting for decision.*

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 an FTR.

**Upcoming Grievance Meeting:** The Union and Management will be meeting on December 18, 2019 for our monthly grievance meeting.

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Report From:	LODO
<b>Submitted Report:</b>	
<p>December 2019 LODO Sub Committee Report</p> <ul style="list-style-type: none"> <li>• No new information to report</li> <li>• Meeting scheduled with Southwest for January 29, 2020 to discuss LODO program going forward any changes that can be made to bring more flexibility to the program.</li> </ul>	

Report From:	MOBORG
<b>Submitted Report:</b>	
<p>BMAL Chantil Huskey assisted Grievance Chair Gayle Ross Middleton and BMAL Kay Hogan with a Lounge Mobilization to held December 6th regarding the newly formed OJI Task Force. The OJI Task Force was formed to assist our Flight Attendants while on OJI. We had someone in all eleven bases to show Members the OJI tools on our TWU Local 556 webpage. We would like to thank all of the Shop Stewards that stepped up to help in the bases.</p>	

Report From:	New Hire
<b>Submitted Report:</b>	
<p>Joe was unable to attend the New Hire presentation for Class 427 due to him attending the Membership Meeting in LAS. Paul Sweetin did the presentation for Joe and Joe would like to thank him for stepping in while he was away. Inflight Training updated Joe on the class schedule for 2020 with the reminder the plan is very fluid based on the MAX issue being resolved. Inflight Training currently plans to have 26 classes in 2020, graduating approximately 1,300 Flight Attendants.</p>	

<b>Report From:</b>	<b>Other</b>
<b>Submitted Report:</b>	
<p>December            2019            Satellite            Base            Test            Update</p> <p>The last scheduled meeting with Management was set for November 11. However, at Management's request, the meeting was cancelled due to no new information on expansion for Satellite Bases. Management said they are waiting on the MAX return to service. We received the October 2019 Success Metrics via email for review.</p> <p>At this time, both parties are working on scheduling the next meeting in January 2020.</p>	

Report From:		Professional Standards
Submitted Report:		
<b>Professional Standards Activity Report For November 2019</b>		
Company Policy		3
CRM		9
Employee Relations		1
I.R. Filed		3
Not Taken		6
Pilot Issue		2
Unprofessional Behavior		3
In Progress		1
Total		28
Positive Resolution		15
Negative Resolution		1
Unresolved		11
In Progress		1
*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.		
<b>Base Information</b>		
ATL	3	
BWI	7	
DAL	1	
DEN	5	
HOU	3	
LAS	2	
MDW	3	
OAK	2	
PHX	1	

Report From:	Safety														
Submitted Report:															
<p style="text-align: center;"><b>Safety Team Report</b></p> <p style="text-align: center;">Michael Massoni – Operational Safety Chair</p> <p style="text-align: center;"><i>...The mission of the Unions Safety Team is to provide Union Leadership in all issues of health &amp; 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></p> <p>To: TWU Local 556 Executive Board  CC: Thom McDaniel  Date: December 8, 2019  Re: December 2019 EB Safety Team Report</p> <p><b>Currently the Safety Team has the following open and/or resolved action items:</b></p> <p><b>Aviation Safety Action Program (ASAP) – Reports Under ERC Review - 261</b></p> <table> <tr> <td>ASAP Reports received 2019 Year-to-Date:</td> <td>2652</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>1965</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>79</td> </tr> <tr> <td>Open Reports:</td> <td>81</td> </tr> <tr> <td>Total Reports received in 2018:</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>11,016</td> </tr> </table> <p><b>Southwest Airlines Event Notification System (ENS)</b></p> <p>Fielded Events for Period: 9/8/19 through 12/8/19 = 1274</p> <p>Emergencies Declared for Period = 74</p> <p>2019 Year-to-Date = 3958</p> <p>All of 2018 = 2462</p> <p>All of 2017 = 2371</p> <p>All of 2016 = 2887</p> <p>All of 2015 = 2843</p> <p>All of 2014 = 2119</p> <p>All of 2013 = 1138*</p> <p>All of 2011 = 1609</p> <p>All of 2010 = 1413</p> <p>All of 2009 = 1210</p> <p>*ENS tracking and trending was suspended for the period of May 2012 – June 24th, 2013 – However ENS follow-up was maintained throughout this period.</p>		ASAP Reports received 2019 Year-to-Date:	2652	Accepted Reports Year-to-Date:	1965	Excluded Reports to date:	79	Open Reports:	81	Total Reports received in 2018:	1716	Total Reports Received in 2017	947	Total Reports Received over the Life of Program	11,016
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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

09/08/19 through 12/08/19 = 19

2019 Year-to-Date = 317

2018/2019 Year-over-Year Comparative: -158 (49.84% Decrease Year-over-Year)

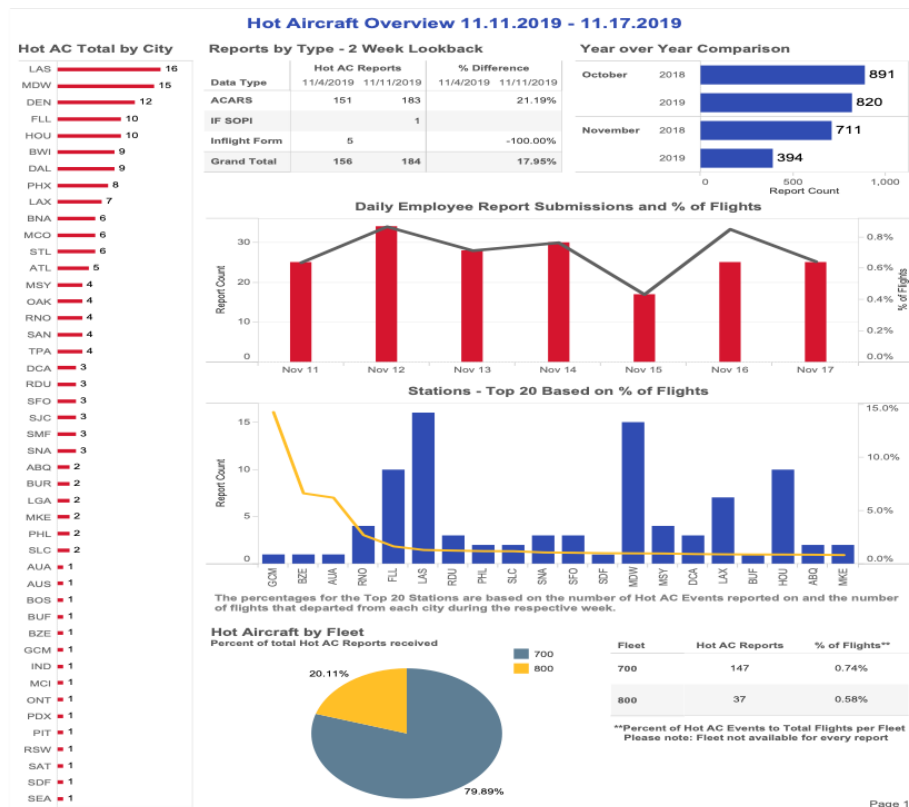
All of 2018: 460 = **13.9% Increase Year-over-Year**

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) 11NOV19-17NOV19:**



## 'Hot' Aircraft and Gates

### Aircraft with four or more reports

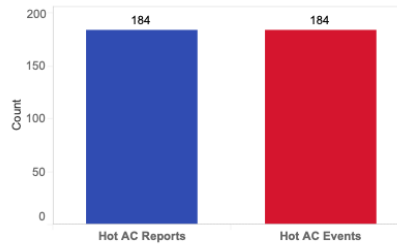
AC Number	
935	5
710	4
793	4
925	4

### Gates with three or more reports

Station	Gate	
FLL	A3	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.

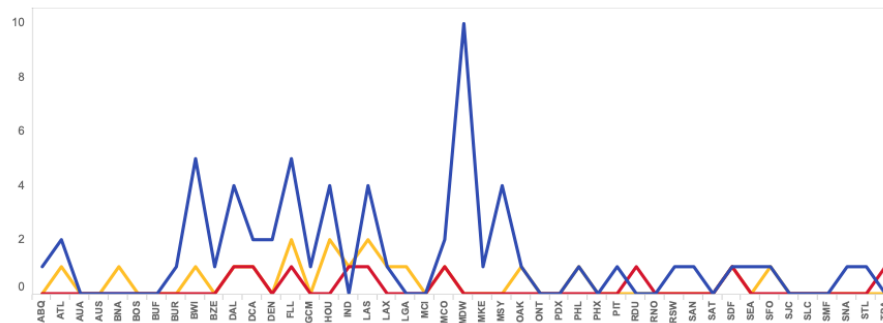


## Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	11/4/2019	11/11/2019
% Air Not Connected	33.11%	32.79%
% Ops Agent Not Present	7.95%	4.92%
% Ramp Agent Not Available	7.95%	10.38%



## Good Job ACARS

Date	Flight Number	Station	Message
11/11/2019	1560	SLC	GREAT JOB
	1561	SAN	GREAT JOB
11/12/2019	485	DEN	GOOD JOB.
		OAK	GOOD JOB.
11/14/2019	1157	MKE	NICE JOB
11/15/2019	573	BNA	GREAT JOB
		PHX	NICE WORK
11/16/2019	3802	ATL	NICE JOB

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

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## Open Discussion Items:

### Most Current ASAP Taxonomy Report

Taxonomy	Num
IEFB	1111
OWWE	645
AIRCRAFT DOOR\SLIDE	509
FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES	482
CABIN READINESS	230
BOARDING	220
GROUND OPS COMMUNICATION\PROCEDURES	191

MINIMUM CREW	190
SECURITY	190
CABIN EQUIPMENT	170
JUMPSEAT	159
SPECIAL PAX	147
ALCOHOL	108
ILLNESS\INJURY EVENTS	98
CRM	91
NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES	87
TURBULENCE	85
CHILD RESTRAINT SYSTEM	72
PILOT COMMUNICATION\PROCEDURES	60
CABIN PET\SERVICE ANIMAL	59
PREFLIGHT DUTIES	41
MAINTENANCE	40
POTENTIAL INJURY HAZARD	32
CABIN TEMPERATURE	25
FATIGUE	21
UNSAFE ACTIVITY	13
CABIN EMERGENCY	11
MANUAL	6
CABIN AIR QUALITY	5
 <b>Scheduled and Standing Meetings:</b>	
December 04, 2019 – ASAP ERC Meeting	
December 04, 2019 – 737 Max RTS Update	
December 5, 2019 – Fatigue Mitigation Program - Root Cause Analysis Training	
TBD – December Health and Safety Coordination (HASC) meeting	
December 12, 2019 EB Session RE: 737 Max	

Report From:	Scheduling
Submitted Report:	
<p><i>December Scheduling Committee report</i></p> <p><i>The number of line positions that a Flight Attendant could be awarded for the month of January increased by 281-line positions from 10,776 in December to 11,057 positions in January. The Scheduling Committee left 0 positions in open time for the month of January, in comparison 0 were left in December.</i></p> <p><i>The Committee for the month of January wrote an average of 71.79% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an decrease in purity from December by 10.54%. 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 82.10 TFP average work days were 11.91. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i></p> <p><i>The AUS Satellite base had an average of 59.65% pure lines, 43.86% weekend off and 0% lines containing 3-on/off or 48-hour breaks. The average lines paid 82.07 tfps.</i></p> <p><i>The FLL Satellite base had an average of 63.06% pure lines, 36.94% weekend off and 2.7% lines containing 3-on/off or 48-hour breaks. The average line paid 81.05 tfps.</i></p> <p><i>The Line Writers for January Primaries were: Shelley Taylor, Lisa Trafton, Rebekah Knox, Kay McCurley and Xander Ricker.</i></p> <p><i>The Line Writers for January Secondary Lines were: Lisa Trafton, Rebekah Knox, Sheri Tyler and Xander Ricker.</i></p>	

<b>Report From:</b>	<b>Shop Steward</b>
<b>Submitted Report:</b>	
<p><b>November Shop Steward Committee Report 2019</b></p> <p><u>Newsletter</u>  Combined November/December Newsletter because of the Holiday Season, set to be emailed out next week</p> <p><u>Topics</u></p> <ul style="list-style-type: none"> <li>• Grievance Conference Call scheduled for 12/13</li> <li>• TWU International Toxic Cabin Air Day of Action 11/20</li> <li>• Reschedule, Stranded and Unscheduled terminology</li> <li>• Reschedule, Stranded and Unscheduled RON Contract Note Graphics</li> </ul> <p><u>Handled various Shop Steward Issues</u></p> <p><u>Participated in TWU Toxic Cabin Air Day of Action in DC on 11/20</u></p> <p><u>Emailed EB highlights video to Shop Stewards on 11/22</u></p>	

<b>Report From:</b>	<b>Survey</b>
<b>Submitted Report:</b>	
<p>VeAnne reports the 2019 Annual Membership Survey was sent out to the membership. The results were sent to the Executive Board and have been posted to the TWU Local 556 Website.</p>	

<b>Report From:</b>	<b>Technical Services</b>
<b>Submitted Report:</b>	
<p><b>Section I – Salesforce Update</b></p> <p>The Salesforce Platform continues to grow as better adoption within TWU Local 556 occurs. Last month several bug fixes and minor improvements were conducted to further improve and enhance the platform for different Salesforce user groups.</p> <p>Several meetings were held last month to discuss different bugs, implementations, and iterations of the Salesforce platform with applicable key leaders and/or vendors.</p> <p>The information from some of these meetings were used to scope deployments for different objects within Salesforce, or for additional improvements to continue to evolve the ecosystem to meet the growing needs of TWU Local 556. We currently have 30+ items under investigation, scoping, or development. These include configuration improvements, new release features, user requests, etc. Each of these could impact the others, so the Technical Services Committee is continually evaluating and adjusting its deployment plans and subsequent roadmap.</p> <p>Salesforce projections fall under Salesforce’s Forward-Looking Statement and may change as a result.</p> <p><b>Section II – App &amp; Website</b></p> <p>Tech Services works to keep the website and mobile app operating. We work with our developers to ensure all expected platforms are operational. In the past month several patches have been applied to all platforms to ensure functionality.</p> <p><b>iOS App</b></p> <p>The TWU556 Connect App is currently running version 5.2.2 released on November 16, 2019.</p> <p><b>Android App</b></p> <p>The TWU556 Connect App is currently running version 2.1.5 released on June 14, 2019.</p> <p><b>Website</b></p> <p>Website infrastructure and updates were maintained by Technical Services to ensure optimal performance and uptime of twu556.org. Currently updates for bug issues are deployed weekly or as they arise. All updates are deployed following testing on our staging servers.</p> <p>Tech Services made over 20 posts to the website at the request of the Communications or other Committees.</p>	

<b>Report From:</b>	<b>Uniform</b>
<b>Submitted Report:</b>	
<p>Issues in November included:</p> <ul style="list-style-type: none"> <li>* A few Members had issues with their allotment renewals.</li> <li>* 3 More Members went through ACT to obtain the alternative uniform</li> <li>* Several calls regarding the lack of Alternative choices through Cintas and the process to purchase them retail.</li> <li>* Calls to return regular line items (those in Alternative)</li> <li>* A Member went to DAL to see testing results and talk with Dr. Brooks</li> <li>* A new ATW Winter Coat is being wear tested. This Committee was not informed until Lisa heard about it, and made a call to the SWA Uniform Core Team. They apologized for the oversight.</li> </ul> <p>Chad and Lisa will be meeting with the Grievance Team in January to discuss plan of actions regarding Uniform Issues.</p>	

<b>Report From:</b>	<b>Veterans</b>
<b>Submitted Report:</b>	
<p>TWU 556 Veterans Committee Chris Sullivan and Wayne Tipton held a Taco Tuesday fund raiser at the Denver lounge for the Healing Warriors of Fort Collins and raised \$450. Veteran Chairman Chris Sullivan wrote an amazing article for Veterans Day for the Galley Gazette. Veteran Co-Chairman Wayne Tipton and Liason Eric Weis attended our fourth quarter International Veterans Committee Conference in Southlake Texas. The conference was sponsored by American Airlines Local TWU 513. During our conference the International Veterans Committee had their elections for new Executive Board Members. Our very own Wayne Tipton was nominated for Veterans Co-Chair. With a close race Chris Kiernan from TWU 501 was elected our new International Veteran Chairman, Andre Hanekamp with TWU 513 was elected our new International Veteran Co-Chairman and Charlana Bilodeau with TWU 555 was re-elected as International Veteran Recording Secretary. We want to take this time to thank Wayne Tipton for running for a International position. His dedication to Country and our Veterans are commendable. During the conference the legislation sub committee was proud to annouce the passing of H.R. 203 Blue Water Navy Vietnam Veterans Act of 2019 that they were a part of. The legislation sub committee continues to help pass through bills that assist our Veterans. We want to thank Wayne Tipton for his hard work and efforts as part of the legislation sub committee and helping our fellow Veterans. During the conference the International Veterans Committee invited Future Leaders Organizing Committee (FLOC) to our meeting and International sponsored dinner.</p>	