



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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MARCH 2020 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
Pamila attended the Diversity and Inclusion / Sexual Harassment and Assault training February 25-27. Pamila and Denver Domicile Executive Board Member and Women's, Issues, Service, and Education (WISE) Chairperson Jessica Parker worked together to plan training for three TWU Local 556 Standing Committees. There were 50 Committee Members in attendance representing Professional Standards, Critical Incident Stress Management (CISM), Flight Attendant Drug and Alcohol Program (FADAP), and the Grievance Team. The Civil and Human Rights Committee facilitated the Diversity and Inclusion portion of the training, presented by Richard and Ralph Brandt of the RDR Group. The WISE Committee facilitated the Sexual Harassment and Assault portion of the training, presented by National Vice President for the Coalition of Labor Union Women (CLUW), Janet Hill. Pamila would like to thank CISM Chairperson Eileen Rodriguez, Professional Standards Chairperson Kurtis Beggs, FADAP Chairperson Natalie Salsar, and Grievance Team Chairperson Gayle Ross Middleton for their assistance leading up to the training.	

Report From:	CISM																																												
Submitted Report:																																													
CISM Team Chairperson Eileen Rodriguez attended Professional Standards Training, Diversity and Inclusion, Sexual Assault and Harassment Training. CISM Chairperson Eileen Rodriguez traveled to LAX, HOU and DAL Inflight Bases met with Management and presented the CISM Program. The CISM Team Handled a total of 90 Incidents and spoke to 166 Flight Attendants. <table> <tr><td>Assault</td><td>2</td></tr> <tr><td>Carryover</td><td>1</td></tr> <tr><td>Crew Member Harassment</td><td>3</td></tr> <tr><td>Crew Member Illness</td><td>1</td></tr> <tr><td>Debriefing - Team Member</td><td>3</td></tr> <tr><td>Defusing</td><td>2</td></tr> <tr><td>Diversion</td><td>1</td></tr> <tr><td>FA Death of Family Member</td><td>11</td></tr> <tr><td>FA Illness</td><td>2</td></tr> <tr><td>FA Injury</td><td>1</td></tr> <tr><td>FA Involved in Incident - Off Duty</td><td>3</td></tr> <tr><td>Fear of Flying</td><td>1</td></tr> <tr><td>Fire on Aircraft</td><td>1</td></tr> <tr><td>Illness of Family Member/Caregiver Stress</td><td>2</td></tr> <tr><td>Medical Emergency</td><td>19</td></tr> <tr><td>New Class Presentation</td><td>1</td></tr> <tr><td>Other*</td><td>3</td></tr> <tr><td>Passenger Misconduct</td><td>5</td></tr> <tr><td>Personal Issue</td><td>15</td></tr> <tr><td>Sexual Harassment or Assault</td><td>1</td></tr> <tr><td>Slide Deployment - Inadvertant</td><td>1</td></tr> <tr><td>Suicide Attempt/Intervention</td><td>2</td></tr> </table>		Assault	2	Carryover	1	Crew Member Harassment	3	Crew Member Illness	1	Debriefing - Team Member	3	Defusing	2	Diversion	1	FA Death of Family Member	11	FA Illness	2	FA Injury	1	FA Involved in Incident - Off Duty	3	Fear of Flying	1	Fire on Aircraft	1	Illness of Family Member/Caregiver Stress	2	Medical Emergency	19	New Class Presentation	1	Other*	3	Passenger Misconduct	5	Personal Issue	15	Sexual Harassment or Assault	1	Slide Deployment - Inadvertant	1	Suicide Attempt/Intervention	2
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Suicide of a Family Member	2
Termination/Fact Finding	2
Turbulence	5
Total	90
FAs Assisted	166

Report From:	Education
Submitted Report:	
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 8,291 Members. She has continued to create polls on the Official TWU Local 556 Facebook Group to gauge Member knowledge about contractual language. She also posted to the Official Group about Valentine's Day being a PIN Black Out date. Amanda sent a Contract 101 email blast to the Membership educating on Article 29 Vacancy. It has also been posted to the Contract page on www.twu556.org. Amanda participated in a conference call with members of the Negotiating Team as well as Kivvit regarding the Basics of Negotiations education piece. She also worked with Kivvit to create a handout to supplement the Basics of Negotiations handout. Amanda would like to thank the Executive Board for adjusting her status to Admin on the Official TWU 556 Facebook group.	

Report From:	FADAP
Submitted Report:	
FADAP Co-Chair persons Natalie Salser and Tom Spillers and HOU Base Coordinator Erik Waterman attended HOU Base Managers Meeting FEB 11. FADAP Co-Chair persons Natalie Salser and Tom Spillers attended DAL Base Managers Meeting FEB 12. Natalie Salser and DAL Base Coordinator Jodi Nevant attended meeting with Serenity View Treatment Center in DAL Feb 18. Natalie Salser and Jodi Nevant attended "Keys to resilience and addiction recovery" by Patrick Carnes, PHD, CAS Feb 21. Natalie Salser spoke about the procedures of FADAP at Professional Standards training Feb 25. Natalie Salser attended the Diversity and Inclusion training led by the TWU 556 Civil and Human rights Committee Feb 26	

Report From:	Grievance
Submitted Report:	
<i>March 2020</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 210 total grievances: 41 terminations 17 group grievances 48 non-term disciplinary 49 Attendance 55 individual contract <i>Total Contract Grievances on file: 72</i> <i>Total Discipline Grievances on file: 138</i> <u>Settled and Withdrawn Report:</u> Eighteen grievances were settled; of those ten were settled at the Step 2 level. Thirty-three grievances were withdrawn without prejudice. One Member released the Union to proceed on their own. One grievance was accepted by the Company and an FTR was removed. Of the forty-nine Attendance grievances, twenty-eight are No-Shows, four Unable to Contact, eight Failure to Report, three Sick Leave 1, and six No-Show Training. The forty-eight non-term disciplinary grievances consist of: twenty-nine written warnings, seven final written warnings, seven thirty-day suspensions, one fifteen-day suspension, one six-day suspensions, and three three-day suspensions. <u>Fact-Finding Meetings:</u> Seventy fact-finding meetings were held in the bases, in February 2020. <u>Chat Apps</u> 639 chat app messages received the month of February. <u>Board of Adjustments:</u> FA: WW Customer Complaint: February 25, 2020 <i>Settled</i> <u>Arbitration Schedule:</u> June 28, 2019: Briefs submitted for FA: <i>Still waiting for decision.</i> FA – Day one held 11.12.19. Day two held 2.14.20. Day three is being scheduled. FA - February 27, 2020 day one was held. Day two is being scheduled. FA – March 26, 2020 <i>Settlement offered</i> FA – April 8, 2020	

FA – Dates being considered

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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 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.

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Dishonesty.

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Dishonesty.

Flight Attendant released TWU Local 556 and is proceeding on his own to a BOA for Termination: 3.0.0

Upcoming Grievance Meeting: The Union and Management will be meeting on March 19, 2020 for our monthly grievance meeting.

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Report From:	Health
Submitted Report:	
Health and Safety Report	
<u>ASAP</u>	
We have been meeting 2 times a week and have been able to get a great deal of ASAP reports closed out. At one time, our “reports in que” was over 400. The current number is 167 and we are hopeful to get them closed out at the upcoming meetings.	
Other than reports we are doing follow-up on, we are currently processing reports that were submitted in February.	
The FAA continues to be critical of IEFB reports, especially the ones that occur with low battery or arriving without a manual at report time. We continue to fight to get these reports accepted but need to spread the word to our workgroup how critical it is to not only have the IEFB’s when they report to work but to have them current and charged.	
<u>Coronavirus</u>	
- There has been constant communication with Management taking forward our Memberships concerns and requests to have the ability to wear nuisance masks and gloves on the aircraft. We have made this request numerous times, and will continue to do so. Currently, the Company continues to state firmly that they are following CDC guidelines.	
Currently the CDC guidance states that masks do not protect a person from contacting Coronavirus. In their opinion the masks are better served for the people that are feeling ill as they do contain droplets from escaping in the event a person exhibiting symptoms when they cough or sneeze. The guidance also states that gloves actually can spread disease as the germs get on the gloves and then in most situations surfaces of the skin are touched with the gloves. Their guidance at this time continues to state that hand washing is the best protection.	

At the onset of the Coronavirus appearing in Wuhan, China the TWU Safety Team approached Management with the request to have additional masks and gloves available at the distribution locations to ensure if the situation escalated, our Membership would have the tools available to them. In a meeting with Management last week, we were told the supplies have been increased as well as alcohol based sanitizer being available at all bases.

We also inquired as to Southwest's plan in the event that we did have an event on one of our aircraft. The response was they would follow the guidance given by the CDC on how to handle the situation.

If an event were to occur, the CDC takes charge of the situation, similar to the NTSB taking over in the event of an aircraft incident. The CDC makes the decision regarding the ill passenger and then on quarantine and what occurs to the aircraft.

We have informed Management that a plan needs to be formed on how the crews will be taken care of should such an event occur. We feel they should be pro-active, not re-active.

We continue to monitor the CDC website, the WHO website and credible news sources to stay on top of the fluidly moving situation as well as participate in CDC conference calls as they occur. Additionally, we are in contact with our counterparts from other airlines labor groups to be current on steps they are taking.

Following are the websites if you would like to gather additional information.

The Center for Disease Control (CDC) at <http://cdc.gov>
The World Health Organization (WHO) at <https://www.who.int>
The FAA at <https://www.faa.gov>

Following is the process Southwest Management takes if there is an event with a passenger that is exhibiting symptoms:

- A passenger exhibits an illness that could be classified as a highly contagious disease (such as Ebola, Coronavirus, Measles etc.) on a flight
- StatMd is contacted
- CDC is contacted – at this point the CDC takes over the decision making similar to the NTSB taking over an accident site
- The CDC does an assessment of the situation and determines what steps need to be taken at that point, i.e. – do they feel the

passenger is a candidate for having the Coronavirus or an unrelated illness

- The CDC advises the ground personnel at the station the aircraft is landing at the steps that should be followed
- If a passenger tests positive for what they are tested for after medical assessment the CDC will contact Southwest within 24 hours.
- If the passenger tests negative for what they are being tested for there is no follow-up from the CDC.

Health/Safety Issues

- Max -800 aircraft – we still do not have a definitive return to service date but plans are in place for how they will be returned to service once they are released.
- A working group was formed to assess the situation with Ground Operations policies that conflict with Inflight policies.
- There continue to be working groups assessing Flight Attendant turbulence injuries. Additionally, there is still a working group assessing service on short flights. Corporate Safety continues to monitor the correlation between short haul service and turbulence injuries as well as the time of flight that injuries are occurring.

Upcoming Meetings:

ASAP ERC: 2 Weekly Meetings with a day of preparation and follow-up

ASAP: Quarterly Meeting

HASC - monthly meeting

Meeting with Steve Murtoff and Tom Rafalski – monthly meeting

Max -800 Meeting

Respirator Fitting/Training – Go Team

Flight Attendant Coalition

Report From:	LODO
Submitted Report:	
March 5, 2020 LODO Sub Committee Report • Attended Scheduled meeting with Southwest on Friday, February 28, 2020- (Attendees (TWU) -Egda Avila, Brandon Hillhouse, LaShaye Hutchinson, Lyn Montgomery, Lisa Le (SWA)- Kevin Allen, Kevin Clark, Claire Taitte) • Topics and issues discussed: ▪ LODO Subcommittee Agreement 1. Bidding and Scheduling a) Bidding Timelines b) Trip Trade Give Away c) Charter Bidding d) Reschedules 2. Overall Program Stability 3. Satellite Base (TPA) 4. Technology Plan 5. Hardship Considerations- (FAs being Forced Based) ▪ Company Presentation on LODO program Metrics (see attached reports) Synopsis: The company presented a Metrics report of the LODO program. The report included, the Number of LODOs per Base, Line Quality, LODOs hired, LODO reserve Coverage, Flight w/o LODOs, LODOs Forced Based... The full report has been attached. Discussions surrounded, Time Away program, changing the Open time requirement for the number of LODOs trips in open time. In addition to changing the timeline to be more in line with the CBA for In-base versus out -of- base trading. Both sides want to address the force base issue since the Max Grounding is causing some hardships for the LODOs who have been forced based. The company is open to possibility unlocking these LODOs within the program that would allow them to bid for a NON LODO base temporality from their preferences if, their seniority can hold. This would be temporary until they are needed back in the LODO base to cover the LODO flying. This concept would have to be tested and flushed out to see if it would truly be beneficial as opposed to allowing people to exit the program who are hired for the program. The company was unclear if TPA would have LODOs FAs. They will research to see if any of the existing LODOs currently live in the area. But at this time, they were unsure if there would be a need for LODOs in the TPA Satellite base once it opens. The most recent Charter Bidding issue is something both sides agree language has to be added to the agreement if a Charter is scheduled to have a LODO versus not. The company said this was the first time this was an issue. They had not thought about this as an issue until it happened.	

The company wishes to explore the idea of adding another position for the 800 Havana Flight (Supervisor) to observe and assist with coming up with solutions to the HAV Flight Challenges.

Brandon Hillhouse attended the meeting to get clarification on Section 2.D.1- Reschedules. The union needed Clarification in what is the intent of: "A LODO Flight Attendant may designate themselves as available from a current City." The company position was it was something they adopted from the pilots and that it's something they do not track or use. In these instances, if a flight needs to be covered and they cannot cover with a Voluntary pickup, LODO reserve, or reschedule a lineholder. The flight will go out with a LODO speaker. This satisfied Brandon's question, because of an active grievance. A LODO line holder got rescheduled on a flight to work LODO position because the actual LODO called out sick.

Both sides are in agreement to come up with solutions to the following problems:

- a) Unlocking New hires for LODO program
- b) Tally how many LODOs are currently in TAP program (Time Away Program)
- c) Timeline suggestions (Trading and Open time)

Next meeting scheduled for April 9th

Report From:	New Hire
Submitted Report:	
Joe reports no new information as all New Hire classes have been cancelled through June 8, 2020.	

Report From:	Professional Standards																																																		
Submitted Report:																																																			
Professional Standards Activity Report For February 2020 <table><tr><td>Company Policy</td><td>1</td></tr><tr><td>CRM</td><td>6</td></tr><tr><td>Employee Relations</td><td>2</td></tr><tr><td>F.A.R.</td><td>1</td></tr><tr><td>I.R. Filed</td><td>2</td></tr><tr><td>Internal Customer Support</td><td>7</td></tr><tr><td>Pilot Issue</td><td>5</td></tr><tr><td>Unprofessional Behavior</td><td>3</td></tr><tr><td>Withdrawn</td><td>2</td></tr><tr><td colspan="2">Total 29</td></tr><tr><td>Positive Resolution</td><td>20</td></tr><tr><td>Negative Resolution</td><td>1</td></tr><tr><td>Unresolved</td><td>8</td></tr><tr><td colspan="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.</td></tr><tr><td colspan="2">Base Information</td></tr><tr><td>ATL</td><td>1</td></tr><tr><td>BWI</td><td>3</td></tr><tr><td>DAL</td><td>5</td></tr><tr><td>DEN</td><td>7</td></tr><tr><td>FLL</td><td>2</td></tr><tr><td>HOU</td><td>2</td></tr><tr><td>LAX</td><td>1</td></tr><tr><td>MDW</td><td>5</td></tr><tr><td>OAK</td><td>2</td></tr><tr><td>PHX</td><td>1</td></tr></table>		Company Policy	1	CRM	6	Employee Relations	2	F.A.R.	1	I.R. Filed	2	Internal Customer Support	7	Pilot Issue	5	Unprofessional Behavior	3	Withdrawn	2	Total 29		Positive Resolution	20	Negative Resolution	1	Unresolved	8	*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	3	DAL	5	DEN	7	FLL	2	HOU	2	LAX	1	MDW	5	OAK	2	PHX	1
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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: March 6, 2020 Re: March 2020 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 - 115 <table> <tr> <td>ASAP Reports received 2020 Year-to-Date:</td> <td>487</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>365</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>15</td> </tr> <tr> <td>Open Reports:</td> <td>0</td> </tr> <tr> <td>Total Reports Received in 2019</td> <td>2880</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>11,490</td> </tr> </table> Southwest Airlines Event Notification System (ENS) Fielded Events for Period: 2/6/20 through 3/6/19 = 361 Emergencies Declared for Period = 14 2020 Year-to-Date = 749 All of 2019 = 4261 All of 2018 = 2462 All of 2017 = 2371 All of 2016 = 2887 All of 2015 = 2843 All of 2014 = 2119 All of 2013 = 1138*		ASAP Reports received 2020 Year-to-Date:	487	Accepted Reports Year-to-Date:	365	Excluded Reports to date:	15	Open Reports:	0	Total Reports Received in 2019	2880	Total Reports Received in 2018:	1716	Total Reports Received in 2017	947	Total Reports Received over the Life of Program	11,490
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All of 2011 = 1609
 All of 2010 = 1413
 All of 2009 = 1210

*ENS tracking and trending was suspended for the period of May 2012 – June 24th, 2013 – However ENS follow-up was maintained throughout this period. The Safety Team has re-established the practice of tracking and trending all ENS events and will include the same in all Safety Team Reports

Flight Attendant Fatigue Risk Mitigation Program Reports Year-to-Date

9 Records

Date of Call Final	Base	Pairing Date	Recommendation	Base Recommendation	Base
02-25-2020	MDW		Non-Paid - Nonoperational Cause	Accepts Non-Paid - Nonoperational Cause	
02-17-2020	OAK	OS1Z	Paid - Operational Cause	Accepts Paid - Operational Cause	
02-16-2020	LAS	RSV	Non-Paid - Nonoperational Cause	Accepts Non-Paid - Nonoperational Cause	
	ATL		No Decision Necessary - Informational only	Decision Necessary - Informational only	
01-21-2020	MDW		Paid - Operational Cause	Accepts Paid - Operational Cause	
01-20-2020	BWI	01-18-2020	Paid - Operational Cause	Accepts Paid - Operational Cause	
01-19-2020	BWI	01-18-2020	Paid - Operational Cause	Accepts Paid - Operational Cause	
01-11-2020	MCO	01-10-2020	Non-Paid - Nonoperational Cause	Accepts Non-Paid - Nonoperational Cause	
01-01-2020	MCO	12-31-2019	Non-Paid - Nonoperational Cause	Accepts Non-Paid - Nonoperational Cause	

Root Cause Summary:

Back to back pairings (self-scheduling) Planned Short Overnight 1
 Inflight Event/Emergency 1
 Issues @ Cmpny provided htl - Guest noise/interruption 1
 Issues @ Cmpny provided htl - Other 1
 Issues @ Cmpny provided htl - Poor room quality/conditionsIssues @ Cmpny provided htl - Delays getting into room 1
 Issues @ Cmpny provided htl - Poor room quality/conditionsIssues @ Cmpny provided htl - Other 1
 MX delays: FA illegalMX Cancellation 1
 Personal responsibilities/schedule outside wk/hm envrnmnt 1
 Personal responsibilities/schedule outside wk/hm envrnmntIssues @ Cmpny provided htl - Guest noise/interruption 1

Totals (9 groups) 9

SWALife Hot Aircraft Event Reporting

02/06/20 through 03/06/20 = 3

2020 YTD = 6

2019/2020 Year-over-Year Comparative: +5 **(83.33% Increase Year-over-Year)**

All of 2019: 317 = 49.884% 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) 24FEB20-01MAR20:

'Hot' Aircraft and Gates

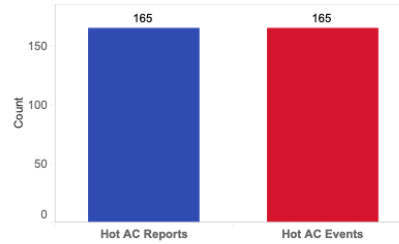
Aircraft with four or more reports

AC Number	
280	4
400	4
454	4
7842	4

Gates with three or more reports

Reports versus Events

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

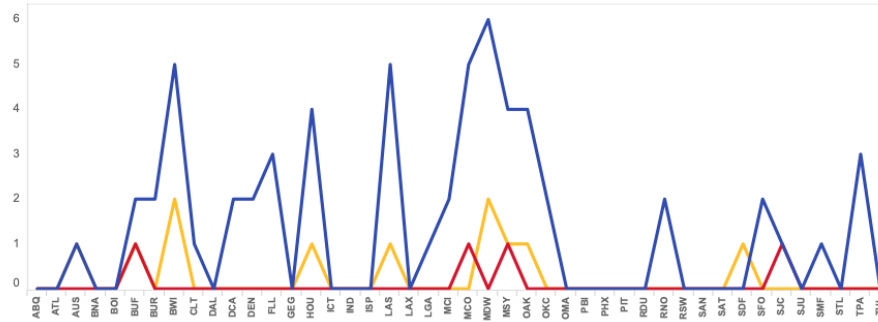


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	2/17/2020	2/24/2020
% Air Not Connected	32.07%	37.04%
% Ops Agent Not Present	4.89%	2.47%
% Ramp Agent Not Available	8.70%	6.79%



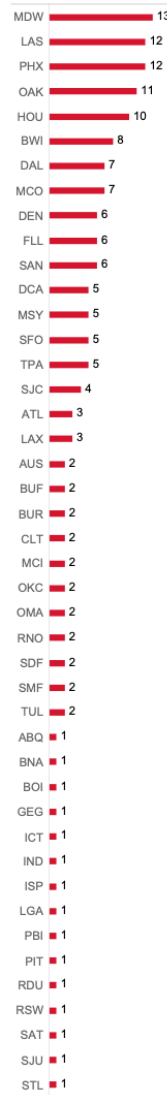
Good Job ACARS

Date	Flight Number	Station	Message
2/25/2020	457	SAN	GREAT JOB.
2/26/2020	1535	PHX	GREAT JOB.

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

Hot Aircraft Overview 02.24.2020 - 03.01.2020

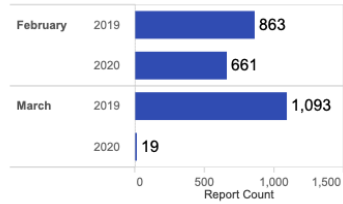
Hot AC Total by City



Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	2/17/2020	2/24/2020	2/17/2020	2/24/2020
ACARS	184	162	-11.96%	
FO SOPI		1		
IF SOPI	1	1	0.00%	
Inflight Form	2	1	-50.00%	
Grand Total	187	165	-11.76%	

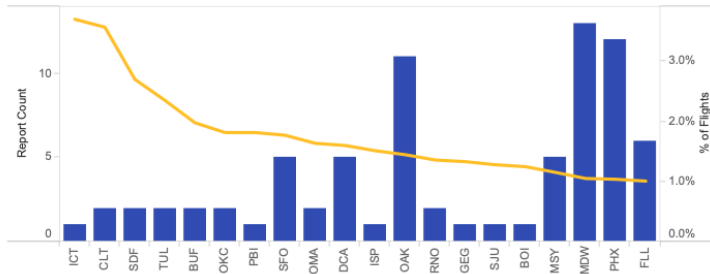
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



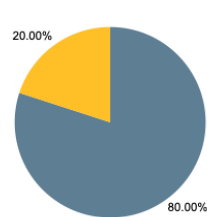
Stations - Top 20 Based on % of Flights



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

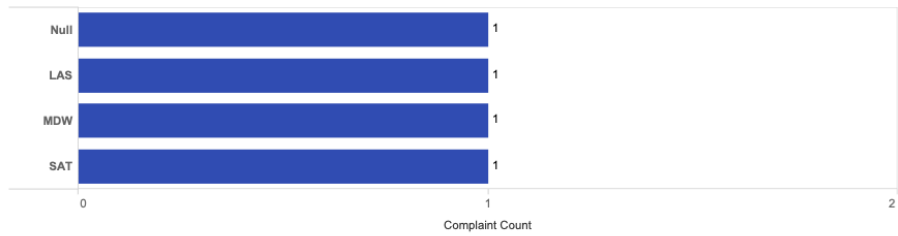


Fleet	Hot AC Reports	% of Flights**
700	132	0.69%
800	33	0.55%

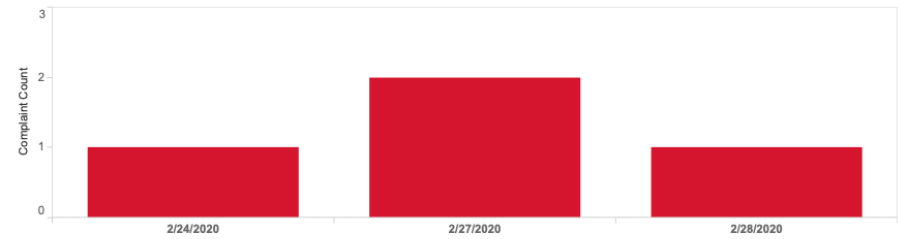
**Percent of Hot AC Events to Total Flights per Fleet
Please note: Fleet not available for every report

Customer Hot AC Complaints for the week of 02/24/20 to 03/01/20

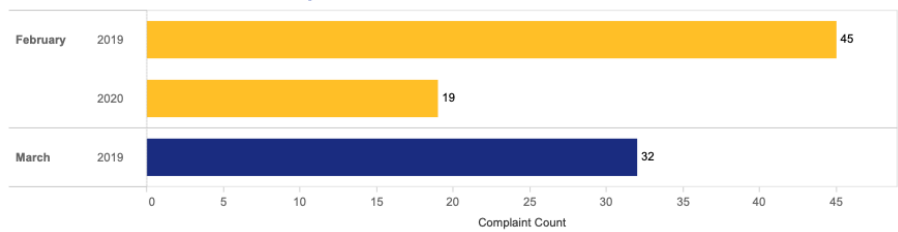
Pax Complaints by Originating City



Pax Complaints by day



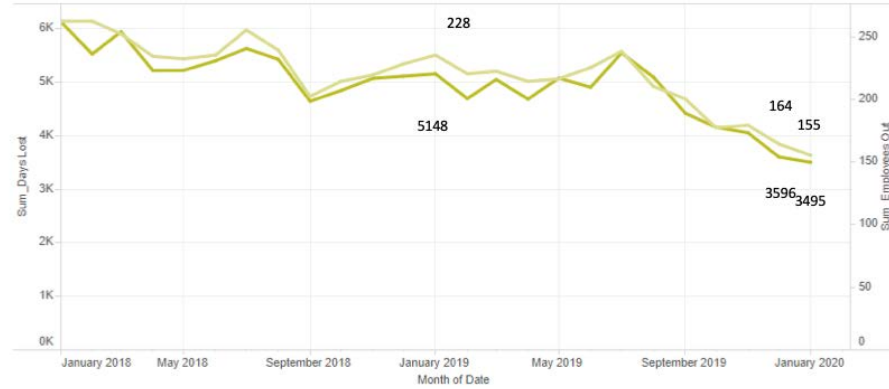
Year over Year Customer Complaints



Current Occupational Injury Data:

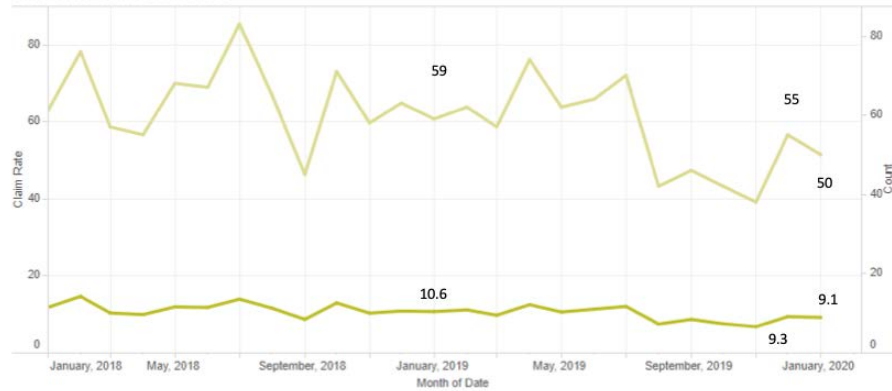
Lost Workdays

Lost Workdays with Number of Employees Out



LTCR

Lost Time Claims with Rate



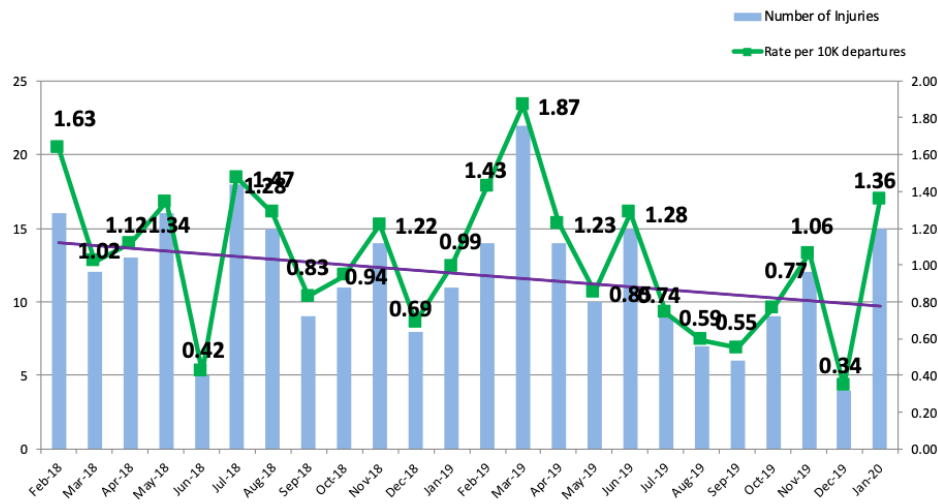
OSHA Recordable (Inflight)

	Date_of_Loss__c / OSHA Recordable					
	2018		2019		2020	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	75	64	85	60	78	49
February	54	80	81	71		
March	77	66	82	71		
April	79	61	79	69		
May	82	72	89	61		
June	82	69	80	80		
July	95	92	83	68		
August	88	76	65	46		
September	61	54	74	50		
October	87	78	84	43		
November	81	57	76	45		
December	79	71	69	52		

Cause

Cause General	2018	2019	2020
Struck by/Against	487	408	33
Slip/Trip/Fall	308	267	18
Other	246	302	33
Carrying/Lifting	193	161	13
Pushing/Pulling	125	105	5
Weather	59	64	4
Caught In/Between	46	46	3
Collision	39	47	2
Contact with object	39	43	4
Strain	45	36	1
Inhalation	31	47	2
Cut/Puncture	47	25	2
Chemical Exposure	18	33	4

Flight Attendant Turbulence Injuries



Page 5

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

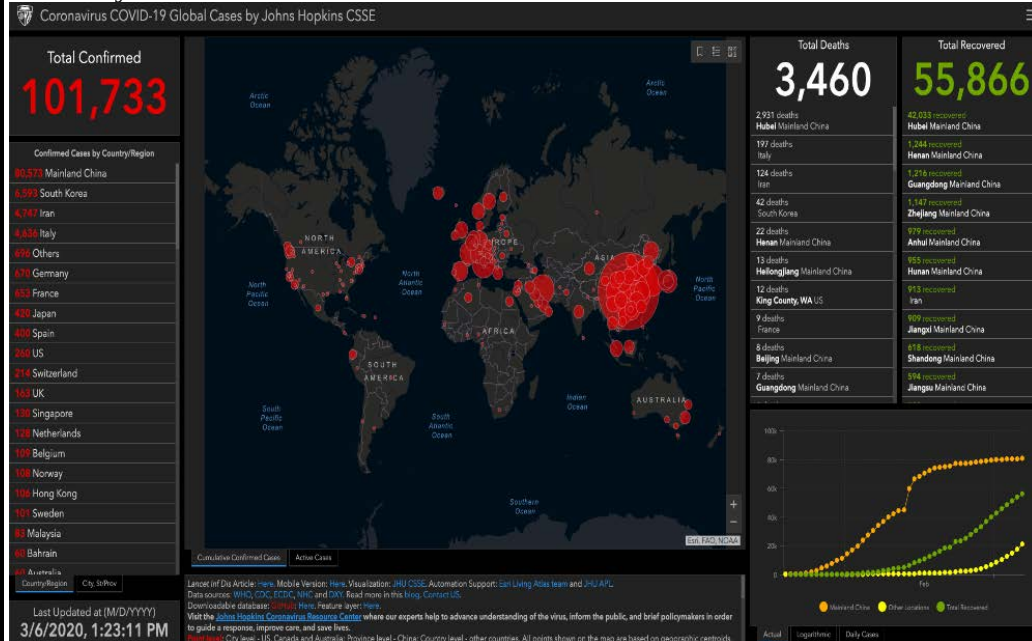
Southwest

Open Discussion Items:

Coronavirus Update:

Current COVID-19 Stats Worldwide as of 06MAR20:

Mortality Rate: 3.401



AFL-CIO, CDC, FAA, NIOSH and OSHA Conference Call

March 6, 2020 0800hrs CST

RE: COVID-19

Rebecca/Margaret Kidd Host of Conference Call – Federal partner introduction. Fluid situation, here to talk about guidance and hear from you about the realities on the ground.

Participants:

Rebecca (AFL-CIO)

(AFA)

(CWA)

Michele, Michael, Thom, Jannah, Sean (TWU)

(AFCE)

(ALPA)

(Unite Here)

(SCIU)

(AFL-CIO)

(Machinist Union)

(Teamsters)

(FAA Flight Standards Air Carrier Operations)

(FAA Aircraft Certification)

(AFA)

(Chief Counsel Office)

(FAA)

Rebecca - Many different people on this call, everyone is scrambling. We hope to continue this direct line of communication. We want to understand what is happening on the ground. In conversations with transportation workers we hear main themes are inconsistency in guidance, inconsistency in policies across airlines which make it difficult for the unions to advocate, quarantine issues that come under policy level, issues with flow of information, issues with contract workers obtaining information, employer responsibility, focus on employer providing right level of protection or change in procedures for risk assessment.

Margaret – Turn to Jill for information.

Jill – Here with NIOSH working on COVID-19, rapidly evolving situation we have changed from containment to community mitigation. Potential changes from CDC because a lot happening. Notified at NIOSH that they had an interest in notifying airline workers. Interim guidance on cleaning of aircraft, types of cleaning recommendations after an aircraft has landed either with suspected COVID-19 or not. We have worked with infection control on aircraft expertise to improve language if there were symptomatic passengers and to protect the workers. This is interim guidance not comprehensive. Hopefully this will be doable, it is fluid, as we learn more it could change. On the cleaning side we put in the cleaning section of the interim guidance we have added basic recommendations for no symptomatic passengers, if there are symptomatic passengers, we have recommendations for cleaning, we acknowledge lavatories should be cleaned, there are items that cannot be properly disinfected like placards, pillows. We recommend disposable gloves, gowns, eye protection if splashing possible. Recommend cleaning crew does not clean until all passengers have disembarked. OSHA bloodborne pathogen recommendations reminders. We added items related to what the cleaning staff should do if they have a breach in cleaning procedures. This is a quick overview.

Airlines rely heavily on CDC Guidelines. Some have gone above but some have not, that's why it's important for us to change the CDC language.

John Cox – We represent clean cabins. There has been a longstanding pattern of violations of bloodborne pathogen procedures. Our concerns are if cleaning crews have enough time for cleaning the actual surfaces and if the cleaning agent that is used on the surface even spends enough of the required amount of time on the surface to disinfect the surface. Cleaning Crews are given very little advance knowledge of the cleaning situation. Example: they show up to the airplane and are not aware of the situation they are approaching.

AFA Taylor our biggest concern is if sick passengers are onboard, we need thermometers, the type is not consistent onboard, they are faulty. We need information on single use thermometers. Availability of hand sanitizer easily accessible at a variety of locations needed.

Mickey – Concerns with the 6-foot limit which is not a barrier for airborne transmission, it is not the only risk. We are in enclosed areas.

There is a research paper on SARS and what you can see is that a cluster of infections occurred nearby the infected passenger and scattered throughout the aircraft. Also, no cleaning procedures exist for wheelchair use in between clients.

Mickey- We represent Passenger Service Agents, there are no protections being provided for these agents. Airlines have provided information on COVID-19 but no sanitizers or gloves or respiratory protection. Agents cannot wear the respirator masks in view of customers.

Unite Here – We represent airline catering truck drivers that enter the airplane to load carts. We want to see them included as a group. We also represent airport food concession workers.

Looking back at Ebola and OSHA there were fact sheets that are still on the website, these could be helpful. OSHA worker protections is a complex and comprehensive workforce within transportation. Many occupation concerns that the groups are looped together, PPE is important but not the only thing that's important. Clear guidance out of OSHA is very helpful.

Mechanics are often not mentioned and feel they have concerns about being provided with the tools needed, for example when they service the lavatories.

Machinists – Baggage handlers are often not mentioned and that is a concern that needs to be addressed. They touch the passenger bags.

There is this assumption that there are dedicated cabin crews for cleaning at the airlines; sometimes the flight attendants do not employ cabin cleaning crews and the flight attendants clean in between flights. This is a concern.

Rebecca - That is a major concern. There is no tracking of situations on the plane when a passenger gets sick. So many moving parts that people don't understand.

Margaret – We have been keeping notes and we will regroup with our federal partners and go over these specific concerns. Does anyone have anything to add?

OSHA – We appreciate the opportunity to participate today.

FAA – Nothing from the group here.

CDC – No response.

NIASH – We have a point of clarification on the PPE kits, the supply many are not plentiful, we want to know how they are being used, if they have thermometers.

AFA – We hear that online, we have some supply chain issues, we don't have hand sanitizer adequate supplies.

TWU – It is not consistent across the industry that thermometers are made available, it would be helpful to have consistent guidelines that the airlines would consistently follow.

Margaret – Thank you for joining us today.

Rebecca – Thank you.

Call concludes 0855hrs CST.

SWA Enhanced Cleaning Procedures

Aircraft Cleaning: As of March 4, 2020, SWA enhanced overnight cleaning procedures. Typically, they use an EPA approved, hospital-grade Sani-cide disinfectant in the lavatories and an interior cleaner in the cabin. Now, they are expanding the use of the hospital-grade Sani-cide disinfectant in the cabin, on elements in the flight deck, and in the lavatory. This goes beyond the standard CDC guidelines. As a reminder, aircraft are also tidied up between flights during the day, and SWA equips all aircraft with a HEPA (High Efficiency Particulate Air) filter, which filters out recirculated air onboard each plane to remove airborne particles (HEPA filters are also used in hospitals to provide patients with clean air). SWA Tech Ops Team is working on a video that will demonstrate these enhanced cleaning procedures, with information surrounding when and where that will be published forthcoming.

The Sani-cide disinfectant they are now using in these enhanced overnight procedures is safe for Crews since it is already in use on the aircraft today. They have simply extending the use of it to the cabin and elements in the flight deck. Because they have to use a Food and Drug Administration (FDA) approved cleaner in the galley area, galley cleaning procedures remain the same.

Facilities Cleaning: SWA is working with their Facilities janitorial vendors to increase the overnight detailed cleaning of all exclusive and common use work spaces for which they have oversight. In cities and/or airports that are responsible for their own janitorial services, they're working directly with those locations to understand their plans of action.

SWA has acknowledged increased awareness of medical incidents (spills, cuts, bodily fluids); saying that Flight Ops, Inflight, and Ground Ops Leadership supports Crew Members taking the appropriate time to ensure affected areas are cleaned properly, knowing that this may sometimes cause a delay.

Current CDC Guidance for Airlines Updated 04MAR20

Updated Interim Guidance for Airlines and Airline Crew: Coronavirus Disease 2019 (COVID-19)

Updated March 04, 2020

Summary of Recent Changes

This document was updated March 04, 2020, as follows:

1. Added a section on cleaning of aircraft
2. Updated situation summary
3. Updated section on ill travelers identified during flight including:
 1. Section applies to ill travelers from any country
 2. Updated recommendations for hand hygiene
 3. Recommendation to ensure adequate supplies of personal protective equipment during flight

Purpose

This document provides interim recommendations for the commercial airline industry about the Coronavirus Disease 2019 (COVID-19) first identified in Wuhan, China. CDC reminds air carriers of the requirement under Title 42 Code of Federal Regulations (CFR) section 71.21 to report to CDC ill travelers who have certain signs and symptoms during flight, and all deaths onboard, before arrival in the United States. This document also contains recommendations for managing ill travelers onboard if COVID-19 infection is suspected.

Please also see Safety Alert for Operators 20001: 2019 Novel Coronavirus: Interim Health Guidance for Air Carrier and Crews pdf icon[PDF – 4 pages]external icon

Situation summary

An outbreak of respiratory illness caused by COVID-19 first detected in Wuhan, Hubei Province, China is ongoing. Cases also have been identified in travelers from Wuhan to other parts of China, and cases have been identified in many other countries, including the United States. Early on, many of the patients in Wuhan reportedly had some link to a large seafood and animal market, suggesting animal-to-person spread. At this time, sustained (ongoing) person-to-person spread is occurring in several countries and many other countries have reported individual cases or limited community spread. Some viruses are highly contagious while other viruses are less so. The virus that causes COVID-19 seems to be spreading easily and sustainably in the community in some affected geographic areas.

Symptoms include fever, cough, and difficulty breathing. These symptoms also can occur with many other common respiratory infections, such as flu.

Investigations are ongoing and these recommendations will be updated as more information becomes available.

Ill Travelers Identified during Flight

Report travelers with specific symptoms to CDC.

- Report travelers with

- o fever (person feels warm to the touch, gives a history of feeling feverish, or has an actual measured temperature of 100.4°F [38° C] or higher) that has persisted for more than 48 hours
 - OR
- - o fever AND one of the following:
 - persistent cough
 - difficulty breathing
 - appears obviously unwell
- Report, as soon as possible before arrival, by one of the methods described in the Guidance for Air Travel Industry Reporting of Onboard Death or Illnesses to CDC.

Airlines and cabin crew should review CDC's Infection Control Guidelines for Cabin Crew

- CDC recommends that companies review and update, as needed, their personal protection policies and communicate and train employees on how to manage sick travelers.

CDC recommends the following measures for cabin crew to protect themselves and others, manage a sick traveler, clean contaminated areas, and take actions after a flight.

- Practice routine handwashing.
 - o Wash hands often with soap and water for at least 20 seconds, particularly after assisting sick travelers or touching potentially contaminated body fluids or surfaces; after coughing, sneezing, or blowing your nose; after using the restroom; and before preparing or serving food or beverages.
 - o Use alcohol-based hand sanitizer (containing at least 60% alcohol) if soap and water are not available.
 - Airlines should consider providing alcohol-based hand sanitizer to cabin and flight crews for their personal use.
- Identify sick travelers who meet the above description.
 - o Minimize contact between passengers and cabin crew and the sick person. If possible, separate the sick person from others (by a distance of 2 meters or 6 feet, ideally) and designate one crew member to serve the sick person.
 - o Offer a facemask, if available and if the sick person can tolerate it. If a facemask is not available or cannot be tolerated, ask the sick person to cover their mouth and nose with tissues when coughing or sneezing.
- Treat all body fluids (such as respiratory secretions, diarrhea, vomit, or blood) as infectious.
 - o Wear disposable medical gloves when tending to a sick traveler or touching body fluids or potentially contaminated surfaces. Remove gloves carefully pdf icon[PDF – 1 page] to avoid contaminating yourself, then wash hands.
 - o When tending to a sick traveler who has fever, persistent cough, or difficulty breathing, use additional personal protective equipment (PPE) in the Universal Precaution Kit pdf icon[PDF –

1 page]external icon: face mask, eye protection, and a gown to cover clothing. Ensure an adequate supply of recommended PPE is available during flight.

- o Properly dispose of gloves and other disposable items that came in contact with the sick person or body fluids in biohazard bag or a secured plastic bag labeled as “biohazard.”

- Clean and disinfect contaminated surfaces according to airline protocol.

After arrival, CDC Quarantine Station staff will conduct a health assessment of the sick traveler’s symptoms and possible exposures. If necessary, CDC staff will coordinate transport to a health care facility for medical evaluation and testing. CDC will update the airline about the results of the testing and any need for follow-up of exposed crew members or passengers.

Cleaning of Aircraft after Flight

- If no symptomatic passengers were identified during or immediately after the flight:
 - o Follow routine operating procedures for cleaning aircraft, managing solid waste, and wearing PPE.
- If symptomatic passenger(s) are identified during or immediately after the flight, routine cleaning procedures should be followed, and enhanced cleaning procedures should also be used as follows:
 - o Clean porous (soft) surfaces (e.g., cloth seats, cloth seat belts) at the seat of the symptomatic passenger(s) and within 6 feet (2 meters) of the symptomatic passenger(s) in all directions.
 - Clean porous (soft) surfaces (e.g. seat covers and carpet) by removing visible contamination if present and using appropriate cleaners that are compatible with aircraft surfaces and components in accordance with the manufacturer’s instructions. For items that can be laundered, use the warm setting and dry items completely on high heat.
 - o Clean non-porous (hard) surfaces (e.g., leather or vinyl seats) at the seat of the symptomatic passenger(s) and within 6 feet (2 meters) of the symptomatic passenger(s) in all directions, including: armrests, plastic and metal parts of the seats and seatbacks, tray tables, seat belt latches, light and air controls, cabin crew call button, overhead compartment handles, adjacent walls, bulkheads, windows and window shades, and individual video monitors.
 - Clean non-porous (hard) surfaces with disinfectant products with EPA-approved emerging viral pathogens claims that are expected to be effective against the virus that causes COVID-19 (SARS-CoV-2) and ensure these products are compatible with aircraft surfaces and components. All products should be used according to label instructions (e.g., concentration, application method and contact time, PPE).

- o Clean lavatories used by the symptomatic passenger(s), including: door handle, locking device, toilet seat, faucet, washbasin, adjacent walls, and counter.
- o Properly dispose of any items that cannot be cleaned (e.g., pillows, passenger safety placards, and other similar items as described below).

Recommended Personal Protective Equipment (PPE) during Enhanced Cleaning:

- Disposable gloves that are recommended by the manufacturer of the disinfectant should be worn.
- Disposable gowns should be worn while cleaning the cabin and lavatories.
- If splashing is possible, eye protection, such as a face shield or goggles and facemask may be required according to the manufacture's label.

General Recommendations during the Enhanced Cleaning Process:

- Ground and cleaning crews should not board the plane until all travelers have disembarked.
- Ventilation systems should be kept running while cleaning crews are working aboard the airplane.
- If visible contamination (e.g., a body substance such as blood or body fluids) is present, routine airline cleaning procedures should be followed based on blood or body substance spill management according to , 29 CFR 1910.1030.OSHA's Bloodborne Pathogen Standard, 29 CFR 1910.1030external icon.
- Airlines should ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication Standard, 29 CFR 1910.1200external icon.
- Airlines should train ground and cleaning crews on and require that crew members demonstrate an understanding of when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE.
- After doffing (taking off) PPE, cleaning staff should immediately clean hands with soap and water for at least 20 seconds. If soap and water not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
 - o Airlines should consider providing alcohol-based hand sanitizer to cleaning staff for their personal use.
- Cleaning staff should immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures (e.g., contact with blood or body fluids without wearing appropriate PPE) to their supervisor.
- Cleaning staff should dispose of PPE and other disposable items used in cleaning following the airline's routine procedures. Note that all waste from international flights will also fall under jurisdiction of the U.S. Department of Agriculture/Animal and Plant Health Inspection Service (APHIS).
- Ground crews assigned to wastewater management operations should follow routine procedures.

- Employers should educate workers to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms.
 - o Cleaning staff should immediately notify their supervisor if they develop symptoms of COVID-19.

OSHA 300 Log Email Distribution to DEBM's Completed

Scheduled and Standing Meetings:

March 06, 2020 – AFL-CIO, CDC, FAA, NIOSH and OSHA Conference Call (Coronavirus Update)

March 16 & 26, 2020 – Fatigue Risk Mitigation Program Committee Meetings

March 17, 2020 – Quarterly Catch-up with Steve Murtoff

March 25 & 26, 2020 – Arbitration Prep and Arbitration Testimony

March 25, 2020 – February Health and Safety Coordination (HASC) meeting

March 26, 2020 - 737 MAX RTS Update

March 30 & 31, 2020 – Coalition of Flight Attendants

Report From:	Scheduling
Submitted Report:	
<i>March Scheduling Committee report</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of April decreased by 19-line positions from 10,944 in March to 10,925 positions in April. The Scheduling Committee left 1 position in open time for the month of April, in comparison 0 were left in March.</i> <i>The Committee for the month of April wrote an average of 86.12% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity from March by 3.77%. 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 86.59 TFP average work days were 12.47. 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 56.72% pure lines, 30.60% weekend off and 20.15 lines containing 3-on/off or 48-hour breaks. The average lines paid 88.38 tfps.</i> <i>The FLL Satellite base had an average of 68.60% pure lines, 38.84% weekend off and 14.88% lines containing 3-on/off or 48-hour breaks. The average line paid 88.8 tfps.</i> <i>The Line Writers for April Primaries were: Lisa Trafton, Shelley Taylor, Rebekah Knox, Sheri Tyler and Xander Ricker.</i> <i>The Line Writers for April Secondary Lines were: Sheri Tyler, Shelley Taylor, Doreen Argyropoulos, Janet Lamy and Xander Ricker.</i>	

Report From:	Shop Steward
Submitted Report:	
<u>Shop Steward Committee Report February 2020</u> Shop Steward Committee Reports to the Executive Board that: • Received monthly email from Grievance Chair Gayle Ross Middleton (Chairs have decided to individually contact Shop Stewards along with adding concerns to the Shop Steward newsletter) • Working on Unity Magazine Article (What to expect in a Fact Finding meeting) • Shop Steward Newsletter (3/3/20) - o Trending Grievances ▪ Class 1.2 Dishonesty ▪ Class 3.6 Delay of Flight ▪ Class 3.17 Late to Gate - o Points/Disciplined Issued and Grieved in January • Shop Steward issues/complaints that came up throughout the month of February • Conference Call with Mob/Org and Safety Committee regarding Caronavirus response	

Report From:	Survey
Submitted Report:	
VeAnne reports she worked with the Negotiating Committee to prepare and send out a survey regarding reserve. The survey is scheduled to be sent out March 1st and run through March 10th.	

Report From:	Uniform
Submitted Report:	
The number of new contacts regarding the alternative options continues. The trend at this times show the majority of new cases are newer employees. Flight attendants that have been flying less then a year and as little as 6 mos. This would indicate more instant symptoms/reactions and not compounded ones as we see with employees in the uniform since its roll out. More and more new employees are having reactions only being in the uniform a short period of time. It will be interesting to see the trend in 6 months after the delay of classes due to the Max and Flu flight cancellations. Will we see a few months with no new cases? The choices of the alternate uniform is also an issue. At this time, the company is only giving members 1 shirt and 1 pant/short option (Gingham shirt and grey cotton pants/shorts). They have taken away the red polo option which was essential for summer shorts and tennis shoe wearing. Management needs to provide everyone (men and women) with a variety of options just like in the regular line. Our members should not be penalized just because they are in the alternative. Last year this committee made great strides with the company in this aspect. We met together with management and Cintas and looked at several cotton options and even wear tested a few. This included a dress, cardigan, and sweater. However, these options did not come to fruition. In fact, existing options have been deleted. This needs to be rectified. This committee is compiling its concerns, contractual demands, and a plan for adding additional pieces to be presented to the company this quarter.	

Report From:	Veterans
Submitted Report:	
Your TWU 556 Veterans Committee recently attended our 1st Quarter International Veterans Conference this past February in Miami Florida which was hosted by TWU 568. This was our first meeting with our newly elected Executive Board Members. With a newly elected Executive Board comes new vision and realignment with our sub-committees. We look forward to working with our new Executive Board and assist our current Military, Veterans and Veterans family members. • Wayne Tipton will continue to assist with Legislation Sub-Committee • Help Pass the Veterans Social Security Act • Support Long Beach Waterfront Warriors • Volunteer for the Skyball Foundation • Chris Sullivan will continue on the Benefits Sub-Committee • Eric Weis - Communications Sub-Committee	

Report From:	WISE
Submitted Report:	
Jessica and Atlanta Domicile Executive Board Member (DEBM) and Civil and Human Rights Committee (CHRC) Chairperson Pamila Forte have worked closely together for the last several months to plan for Diversity and Inclusion/Sexual Harassment and Assault Training which took place on February 26 and 27. Team Members from Professional Standards, Critical Incident Stress Management (CISM), Flight Attendant Drug and Alcohol Program (FADAP), and the Grievance Team were in attendance. Rich Brandt and Ralph Brandt of the RDR Group facilitated Diversity and Inclusion Training and Janet Hill, National Vice President for the Coalition of Labor Union Women (CLUW), facilitated Sexual Harassment and Assault Training. The feedback Jessica and Pamila have received from the training has been positive and it is clear from that feedback that those who were in attendance feel that this type of training is desperately needed by all employees. Jessica would like to thank Pamila for not giving up and making this training a priority and ultimately ensuring it took place. Without Pamila's tenacity this training would not have happened and Jessica is extremely grateful. Jessica would also like to thank Professional Standards Chairperson Kurtis Beggs, CISM Chairperson Eileen Rodriguez, and FADAP Chairperson Natalie Salser for their participation and assistance with the training. On March 2, Jessica submitted an article to the Communications Committee highlighting Women's History Month. The article was published to the Membership on March 5.	