



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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APRIL 2020 COMMITTEE REPORTS

Report From:		CISM
Submitted Report:		
CISM Chairperson Eileen Rodriguez attended an ASIST Training - Suicide Prevention Training in Dallas with the National Suicide Prevention Network, Eileen will be utilizing these skills to train and mentor the CISM Team. CISM Chairperson Eileen Rodriguez was appointed to the TWU Local 556 COVID- 19 Task force and is currently serving in this position as well as the CISM Chairperson role.		
Assault	1	
Birdstrike	1	
Calls Related to Death of FA	14	
Carryover	1	
COVID-19	47	
Death on Board	2	
Debriefing - Team Member	6	
Decompression/Pressurization	2	
Defusing	2	
Diversion	2	
FADAP Team Referral	1	
FA Death	1	
FA Death of Family Member	10	
FA Illness	1	
FA Injury	1	
FA Involved in Incident - Off Duty	2	

Human Trafficking	1
Illness of Family Member/Car egiver Stress	6
Incident on RON	1
Medical Emergency	19
Natural Disaster	3
NOC Rotation Review	1
Passenger Misconduct	3
Personal Issue	29
Professional Standard Referral	1
Sexual Harassment or Assault	2
Suicide	1
Suicide Attempt/Inte rvention	7
Turbulence	4
Total	172
FAs Assisted	299

Report From:	Communications
Submitted Report:	
The Spring Edition of the Unity Magazine has been placed on hold at this time.	

Report From:	COPE
Submitted Report:	
March 10 Meeting with Dallas CLC Recording Secretary and Treasurer March 26 Dallas CLC Zoom Meeting April 1 Texas AFL-CIO Executive Board Zoom Meeting April 7 TWU Flight Attendants Government Affairs Monthly Meeting Conference Call Economic Security Workers Platform Weekly Call There is nothing new on the 10 Hour Rest Rule. TWU has submitted comments on the Service Animal Legislation On April 7 during TWU Government Affairs Call the Treasury Department had missed the deadline to dispense grants to Airlines from the CARES ACT.	

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 8,377 Members. She worked with the Negotiating Team and Vincent Ciniello from Kivvit on an April NT/Education Committee lounge event regarding contractual duty day and rest. Since the COVID-19 pandemic, this event was postponed. Education pieces covering Article 18: Reduction in Force and a Basics of the Fatigue Policy were created as requested. A Vacation Hardship Pay graphic was created and shared to the Official TWU Local 556 Facebook Group. Amanda created multiple posts on the Official TWU Local 556 Facebook Group. These posts included: Contract 101 for Article 9: Stranded/Unscheduled RON, Contract 101 for Article 33: Commuter Policy, the RPT Bar, cancellation adjustments, the TWU International Take Action e-mail, and the updated Bidding Timeline for the May bid period. She created six Facebook Lives to educate on different issues arising from the irregular ops experienced in March. The Lives created: CXL, RPTS, Service Procedures (2,654 views), Cancellations, Reroutes, Delays, oh my! (5,308 views), Illegal Duty Day Options REMINDER (1,570 views), A few more reminders during Irregular Ops (1,207 views), ETO, Hawai'i Changes, Commuter Policy, Audit Needed (2,768 views), and Check-in Times, RPTs, CCs and more (1,953 views). She responded to questions posed during the Lives as well as questions posted after the Lives were complete. Amanda responded to e-mails, calls, text messages and Facebook messages from Members. She directed Members as needed to any additional assistance/information they may have needed.	

Report From:	FADAP
Submitted Report:	
Tom and Natalie attended the FADAP advisory board meeting hosted by Southwest Airlines in DAL March 3-5. Tom and Natalie took a tour on Carrollton Springs Treatment Center on March 5th. Tom and Natalie did a webinar with OAK base management along with the other Crew Assistance Teams to educate them on what each Team does. Beth Kepple hosted Wings of Sobriety meeting March 29th. Lori Light wrote an article titled "The Bright Side of the Sober Flight Attendant Lifestyle" March 30 Steve Dotson began hosting Flight Attendant Recovery Zoom meetings every Sunday night at 7 pm. Eric Mettner began hosting weekly Zoom meetings for the FADAP Team every Tuesday at 2 pm. TWU Local 556 along with FADAP sent out an available recovery resources email to the membership March 31st. The Chairs and Co-Chairs of Professional Standards, CISM and FADAP have had a daily one hour phone conference with Tom Crabtree dealing with COVID 19 from mid-March and is ongoing.	

Report From:	Grievance
Submitted Report:	
<i>April 2020</i> <i>Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 201 total grievances: <i>41 terminations</i> <i>17 group grievances</i> <i>43 non-term disciplinary</i> <i>45 attendance</i> <i>55 individual contract</i> <i>Total Contract Grievances on file: 72</i> <i>Total Discipline Grievances on file: 129</i> <u>Settled and Withdrawn Report:</u> Fifteen grievances were settled; of those nine were settled at the Step 2 level. Thirty-five grievances were withdrawn without prejudice. One Member released the Union to proceed on their own. Of the forty-five Attendance grievances, twenty-nine are No-Shows, five Unable to Contact, three Failure to Report, four Sick Leave 1, and four No-Show Training. The forty-three non-term disciplinary grievances consist of: twenty-two written warnings, six final written warnings, nine thirty-day suspensions, one fifteen-day suspension, one six-day suspensions, and four three-day suspensions. <u>Fact-Finding Meetings:</u> Fifty-two fact-finding meetings were held in the bases, in March 2020. <u>Chat Apps</u> A record 2,192 chat app messages received the month of March. <u>Board of Adjustments:</u> None scheduled due to COVID-19 <u>Arbitration Schedule:</u> June 28, 2019: Briefs submitted for FA: <i>Union award.</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 – *Settled*

FA – Dates being considered

FA – Dates being considered

FA – Dates being considered

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. *Scheduled for June 16, 2020.*

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Dishonesty. *Scheduled for May 21-22, 2020.*

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

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

Upcoming Grievance Meeting: The Union and Management have been doing a weekly conference call during the COVID-19 pandemic.

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Report From:	Health
Submitted Report:	
Health and Safety Report April Executive Board Meeting <u>ASAP</u> We are continuing to have ASAP ERC meetings via conference call. We committed to having multiple meetings per week to work on the backload of reports. During our meeting the first week of April, we were able to read all of the reports and get through all of the ones in the que. We do have 6 reports still open pending additional follow-up and review, otherwise all ASAP reports have been worked. We were provided statistical numbers on the timeframe for working reports 4th quarter 2019 vs 1st quarter 2020. The 4th quarter 2019, the average time to work a report was 54 days, the 1st quarter of 2020 the average time to work a report was 24 days. This number should continue to decrease in the 2nd quarter of 2020 as we are still committed to meeting at least 1 day a week. We were pleased to see the amount of time to work a report decrease in spite of the COVID-19 pandemic as all of us on the ERC are heavily involved in the pandemic crisis. <u>Health/Safety Issues</u> • Continuous communication with Inflight Safety regarding the Health and Safety of our Members • Max -800 aircraft – the Max meetings have been put on hold due to the COVID-19 crisis • The working groups have not been having meetings as the COVID-19 crisis and the impact on the company is taking the front burner • There was a required Go-Team respirator fitting in February that the Safety Team attended - - -	

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Covid-19

- COVID-19 – As Co-Chair of the COVID-19 taskforce, I continue to monitor the CDC, the WHO, and the FAA websites as well as the various news channels and converse with other airline Union Health and Safety personnel. Additionally, I have been responding to Flight Attendant concerns via email and phone.
 - There continues to be industry wide calls with the CDC that TWU Health and Safety has been a part of. We are also on a distribution list to receive any updated guidance.
 - 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>

Upcoming Meetings:

ASAP ERC: 2 Weekly Meetings with a day of preparation and follow-up (conference calls)

ASAP: Quarterly Meeting – (conference call)

HASC - monthly meeting

Meeting with Steve Murtoff and Tom Rafalski – monthly meeting

Report From:	LODO
Submitted Report:	
April 14, 2020 LODO Sub Committee Report • April 9th meeting cancelled due to the State of Operations with COVID-19 Pandemic. • For May and June there are a total of 63 LODOs FAs, who have taken either TAP or ETO. 1. TAP- 2 2. ETO- 61 • Due to the COVID-19 crisis, International service has ceased and SWA does not plan to resume most, including HAV and SJO, until tentatively June 6. Also, for the month of April overnight aircraft and Crew from SJU have been suspended. <u>April</u> • RBF 2020-029 explained the mass reschedule process that was planned to occur on the night of Wednesday, April 2. The cancellations and removal of Crew overnights from SJU was occurring on a rolling daily basis. When the mass reschedule was processed, the international and SJU cancellations and reschedules were fixed for all pairings checking in April 5-April 30. This resulted in some of our pairings being canceled with pay, and some pairings were rescheduled to non-LODO pairings. There were LODO pairings with the remaining SJU flying, approximately 20 per week compared to the published 100+ total LODO pairings per week in April. <u>May</u> • For the May Schedule they expect to see quite a few SJU pairings, including overnights at least as of now. We will be no pairings including HAV or SJO. There are fewer overall LODO lines, and most of those will be in BWI, FLL, MCO, and MDW. So far there are approximately 40 LODO pairings per week. • The LODO New Bidding and trades published for May. <u>Summer</u> • Typically, our highest level of LODO flying is in the June-July time frame. No changes to the summer schedule have been announced. <u>PENDING ISSUES:</u>	

- There has been discussion to possibly allow displaced LODOs Hardships to be allowed be base at their domicile of choice during COVID Crisis. At this time no decision has been made to allow these Hardships. Now that the TAP and ETOs have been awarded. This concept will need will be accessed.
- There was one issue during line modifications for APRIL. A LODO who bid and was awarded a NON LODO line. During the Pairing Re-modification, was modified to have LODO line. Issue is being research, for a possible grievance.

Report From:	Other
Submitted Report:	
<u>SATELLITE BASE REPORT FOR APRIL 2020</u> - • The last meeting that took place between the Satellite Base Team and Management was February 28, 2020. In attendance for TWU 556 were: Lyn Montgomery, Denny Sebesta, Liz Howayeck, and Don Shipman. Success metrics presented by Management at the meeting are attached. • The Company announced at the rallies that they would be opening 3 additional Satellite Bases upon the return of the MAX 8. • An Executive Board briefing from Wayne Shaw and Claire Taitte was scheduled for March 10, 2020 but was cancelled due to the Covid-19 crisis. • The Company announced that Reserve Lines would be built and put in the May bids for FLL and AUS. • The Satellite Base Team would like the Executive Board to be aware that the agreed upon timeframe for Phase II of the Satellite Base test was from the July 2019 bid period through the July 2020 bid period. The Board will need to determine whether to extend or terminate the Satellite Base test.	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report For March 2020		
Company Policy		1
CRM		3
Employee Relations		2
F.A.R.		2
Hotel		2
Internal Peer Support		6
Not Taken		1
Pilot Issue		2
Social Media		1
Unprofessional Behavior		5
Withdrawn		2
Total		27
Positive Resolution		20
Unresolved		7
*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	4	
AUS	1	

BWI	3
DEN	6
FLL	2
HOU	2
LAS	4
LAX	1
MDW	2
PHX	2

Report From:	Shop Steward
Submitted Report:	
<u>Shop Steward Committee</u> <u>Report March 2020</u> Shop Steward Committee Reports to the Executive Board that: • Shop Steward Committee Meeting • Working on Unity Magazine Article ◦ What to expect in a Fact-Finding meeting? • Shop Steward Newsletter (4/4/20) ◦ Conducting Fact - Finding Meetings during COVID-19 ◦ Emergency Time Off (ETO) Program • Conference Call with Communication/Mob/Org and Safety Committee regarding COVID-19 response	

Report From:	Survey
Submitted Report:	
VeAnne reports she assisted with verifying and re sending the Reserve survey to members who had incorrect email address on file or who had unsubscribed. VeAnne reports she assisted the Negotiating Team with the Operational Day survey but it has been placed on hold to allow all office staff, Committee chairs and the NT and EB to focus on COVID-19.	

Report From:	Uniform
Submitted Report:	
Number of new ACT requests remain consistent this month. A few Members requested information regarding the uniform testing done by the company. Members do not like having to go to Dallas on their days off to review the toxicology report. It has been explained that the testing was paid for by the company so the results are legally theirs to distribute however they want. This Committee understands this, but does not agree with it. Uniform concerns are not solely from the ones with the reactions. Our Members and all employees should have access to the findings along with explanations on how to read and understand the results. This could be available if we do our own testing. With the cost of this is being so high, could a joint effort with other SWA locals be considered? Choices of the Alternative pieces remains a hot topic. This Committee is committed to getting the company to provide several choices as with the regular line. The new mechanical stretch dress is finally making its way to the Members. It is not a huge success, but most feel it is an improvement.	

Report From:	Veterans
Submitted Report:	
All committee activites have been suspended indefinitely. Therefore nothing to report.	

