



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

MAY 2020 COMMITTEE REPORTS

Report From:	CISM
Submitted Report:	
The CISM Team handled a total of 85 Incidents and spoke to approximately 96 Flight Attendants. The breakdown of Incidents are: 1- Carryover from March 38-COVID-19 Calls 1- Crew Member Harassment 2- Debriefing Team Member 1- Decompression/ Pressurization 3- FA Death 3- FA Death of family Member 4- FA Illness 2- FA involved in Incident - off Duty 1- Fear of Flying 5 -Illness of family member- Caregiver 2- Medical Emergency 1- Passenger Misconduct 20- Personal Issue 1- Suicide Attempt/ Intervention Total Incidents - 85	

Report From:	Communications
Submitted Report:	
Communications Committee Report - May 2020 • Continued to publish COVID-19 Updates, working alongside the Task Force and affected Committees. Worked on other projects and routine communications as the crisis allowed. • Answered Membership Communications and Union emails, routing them to the appropriate Committee or taking direct action as applicable. • Managed TWU Local 556 social media outlets • Monitored news and events regarding Southwest Airlines, other industry news, unions, and locals • The Spring edition of the Unity Magazine is still on hold due to COVID-19 focus. <i>Please submit your article ideas and photos to communications@twu556.org</i>	

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 8,425 Members. The Education Committee created, edited and published on Facebook Frequently Asked Questions documents covering the following topics: May 2020 Rebid Primary Lines, Vacation, Keeping Trips that Overlap Vacation and Secondary (Reserve) Bidding. The Education Committee also created, edited and published on Facebook “How To” graphics covering Turning Off/Reduce Your Advance (updating to include the new Employee Services change to SWALife), Early Pay while on Vacation and Cash-In Floating Vacation. In addition to the FAQs and “How To” graphics, the Education Committee created multiple graphics covering all the new information affecting the May bid period. These graphics covered: Keeping Trips that Overlap Vacation, Minimum Line Pay/Value, Vacation Pay, how REG/RGA looks on the Payroll Report and CWA Screen, How ETO looks on our CWA screens, AMR/PMR/RR Monthly Guarantee, Revised Secondary Bidding Timeline, Vacation Relief (VR) Monthly Line Value, How Will Trading Work?, Additional Flying, and an End of April Calendar (outlining Overlap options, TT/GA opening, Open Time release, etc). These graphics were published on the Official TWU Local 556 Facebook Group and the TWU Local 556 Education page. Additional graphics covering Vacation Hardship Pay, Sick Pay for an Altered Trip, Cancellation Pay and Max Pairings for May for each domicile were also created, edited and published to Facebook. The Additional Flying, How Will Trading Work?, the End of April Calendar and Max Pairings for May were e-mailed to the Domicile Executive Board Members for use on their base pages as well as sharing with Members via text. Amanda created multiple posts on the Official TWU Local 556 Facebook Group. These posts included: The revised bidding timeline for the May bid period, a Reminder for the beginning of Primary Bidding and an example of how pay for May with a vacation week would pay. She created 12 Facebook Lives to educate on different topics affecting the Membership. These Lives included: PINs, Pairing repairs, Canceled pairings (1,741 views), RBF 2020-031, CX Bars, ETO and Time Away (2,907 views), Cashing in FV, Sonia Video updates and recent Settlement (2,778 views), Floating Vacation and ETO (1,295 views), May Bid Lines (2,208 views), Bidding reminder, Vacation options, CX bars in May, April trip audits (1,903	

views), May Rebid, Line Pay, Vacation Options (4,041 views), Vacation Options (2,157 views), Vacation Part 2 (2,446 views), May Reserve Rotation (2,729 views), Secondary Bidding (1,495 views), Secondary Bids and June ETO (1,330 views), OT, ETO, Customer Seating, Bidding (2,511 views).

The Education Committee answered approximately 1,000 questions via text messages, phone calls, e-mails and Facebook messages from Members and Domicile Executive Board Members through the month of April. Amanda also participated in the Coronavirus Update call on April 17th.

Report From:	FADAP
Submitted Report:	
In the month of April the Co-chairs continued their daily Crew Assistance Team calls with CISM, Professional Standards, Tom Crabtree and Amy Swetnam. The FADAP Team continued their Tuesday Zoom meetings and the Flight Attendants in Recovery Sunday Zoom meetings. FADAP Team Members attended Amy Swetnam, Southwest's internal EAPs webinar on "Survive and Thrive, Self Care in a crisis." April 23&24 FADAP Team Members attended Kevin McCauley MD's "Stress and Health: What actually gets injured" April 23	

Report From:	Grievance
Submitted Report:	
<i>May 2020 Executive Board Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 212 total grievances: 38 terminations 18 group grievances 38 non-term disciplinary 46 Attendance 72 individual contract <i>Total Contract Grievances on file: 90</i> <i>Total Discipline Grievances on file: 122</i> <u>Settled and Withdrawn Report:</u> Fifteen grievances were settled; of those three were settled at the Step 2 level, seven while preparing for Executive Board review, and two at the grievance Labor meeting. Thirty-five grievances were withdrawn without prejudice. Of the forty-six Attendance grievances, thirty are No-Shows, four Unable to Contact, five Failure to Report, three Sick Leave 1, and four No-Show Training. The thirty-eight non-term disciplinary grievances consist of: twenty-one written warnings, five final written warnings, eight thirty-day suspensions, and four three-day suspensions. <u>Fact-Finding Meetings:</u> Twenty-two fact-finding meetings were held in the bases, in April 2020. This decline is due to COVID-19. <u>Chat Apps</u> A record 2,308 chat app messages received the month of April. <u>Board of Adjustments:</u> None scheduled due to COVID-19 <u>Arbitration Schedule:</u>	

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 June 25, 2020.

FA – June 23, 2020 arbitration date being considered.

FA – July 28, 2020 arbitration scheduled.

FA – Proposed settlement 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:	LODO
Submitted Report:	
May 8, 2020 LODO Sub Committee Report • As of March 23, 2020 SWA, halted International service after border closures and quarantines restrictions. SWA previously announced service would return May 21. On May 7, 2020 SWA decided to only return service to certain destinations beginning June 7. 1. Cancun, Mexico 2. San Jose del Cabo/Los Cabos, Mexico 3. Havana, Cuba (LODO) 4. Montego Bay, Jamaica 5. Nassau, Bahamas • In addition to these International restarts, Phoenix International is still set to launch on October 8 with service to San Jose del Cabo/Los Cabos, Mexico and Puerto Vallarta, Mexico. • All other Southwest International Stations not mentioned above will remain suspended at least through October 30. • San Juan, Puerto Rico is not affected by any of the International announcements Service still remains in operation. As a result of these International announcements, the LODO program monthly lines have decreased until further notice. As a result, as report last month (April 2020) there are Force Based LODOs whom have been hired into the program that are facing Hardships. These LODOs have been requesting a temporary base change. TWU has been in discussions with SWA Management, and have prepared an offer to temporarily remove the Base LOCK restrictions to those whom are hired into the LODO program. This will allow a LODO to temporality be based in a base that their seniority can hold beginning with the July Vacancy bidding. A Letter Of Understanding will be presented to the Executive Board during May 2020 Board week. • See attached LODOs lines for May and June awards. The only bases that have LODO pairings are BWI, FLL, MCO, and MDW. For the Bid month ATL had one LODO line.	

Report From:	Other
Submitted Report:	
Satellite Base Test Report - May 2020 The satellite base team held a conference call with management on May 6, 2020. Call Participants: TWU 556 – Lyn Montgomery, Denny Sebesta, Liz Howayeck, Xander Ricker, Don Shipman, and Lisa Le (note taker) SWA – Brendan Conlon, Wayne Shaw, Claire Taitte, and Lisa McGraw (note taker) Update: • The Union has not received any success metrics since January. We have requested updated data. UPDATE METRICS PROVIDED ADDED ON MAY 12 • The Phase II Satellite Base Test that we are currently operating under is scheduled to conclude at the end of the July 2020 bid period. • Phase II was developed to obtain additional data for Satellite Bases utilizing different parameters than the first phase of testing. • Due to the Max-8 grounding and COVID -19, Phase II testing has not been conducted during a period of normal operations. Reserves were added to Satellite Bases for May and June. It is likely this will continue. All Satellite Base lines were brought up to pay no less then 80 TFP for hard / VR lines and 72 for reserve lines.	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report for April 2020		
Company Policy		3
CRM		5
Employee Relations		1
Hotel Issue		2
I.R. Filed		1
Internal Peer Support		1
Not Taken		1
Pilot Issue		3
Social Media		1
Unprofessional Behavior		2
Withdrawn		2
In Progress		1
Total		23
Positive Resolution		13
Negative Resolution		1
Unresolved		8
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.		
Base Information		

ATL	2
BWI	6
DAL	1
DEN	4
HOU	2
MCO	1
MDW	3
OAK	4

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: May 9, 2020 Re: May 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 - 0 <table> <tr> <td>ASAP Reports received 2020 Year-to-Date:</td> <td>710</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>681</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>29</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: 3/6/20 through 5/9/20 = 411 Emergencies Declared for Period = 14 2020 Year-to-Date = 1160 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* All of 2011 = 1609		ASAP Reports received 2020 Year-to-Date:	710	Accepted Reports Year-to-Date:	681	Excluded Reports to date:	29	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 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

Reports Received for Period: 3/6/20 through 5/9/20 = 6

Date of Call	Base	Recommendation	Base Recommendation	Base Final
03-24-2020	DAL	No Decision Necessary - Informational only		
03-26-2020	PHX	Non-Paid - No Crew Member Report Declines		Paid
		- Operational Cause		
03-26-2020	PHX	Paid - Operational Cause	Accepts	Paid -
		Operational Cause		
03-26-2020	PHX	Paid - Operational Cause	Accepts	Paid -
		Operational Cause		
03-18-2020	DEN	Non-Paid - Nonoperational Cause	Accepts	Non-
		Paid - Nonoperational Cause		
03-21-2020	DEN	Paid - Operational Cause	Accepts	Paid -
		Operational Cause		

Fatigue Reports received 2020 Year-to-Date: 19

Paid – Operational Causation Year-to-Date: 10

Non-Paid – Non-Operational Causation Year-to-Date: 5

Non-Paid – No Crew Member Report Year-to-Date: 1

No Decision Necessary - Informational Only Year-to-Date: 3

SWALife Hot Aircraft Event Reporting

03/06/20 through 05/09/20 = 1

2020 YTD = 7

2019/2020 Year-over-Year Comparative: -10 (**41.17% Decrease 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) 27APR-03MAY20:

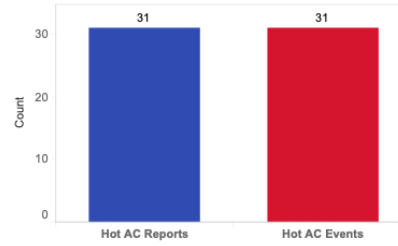
'Hot' Aircraft and Gates

Aircraft with four or more reports

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.

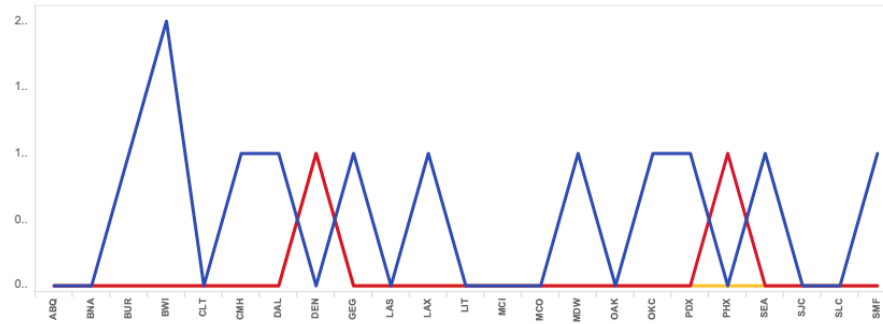


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	4/20/2020	4/27/2020
% Air Not Connected	52.63%	38.71%
% Ops Agent Not Present		6.45%
% Ramp Agent Not Available		3.23%



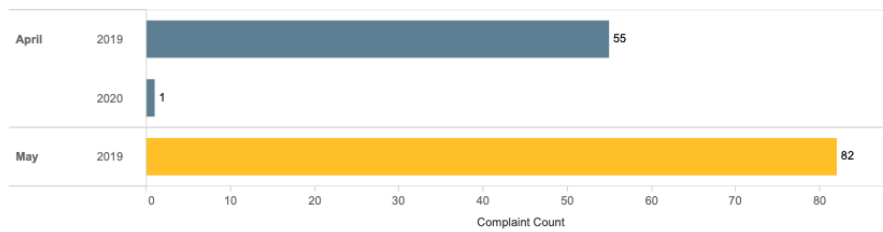
Good Job ACARS

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

Pax Complaints by Originating City

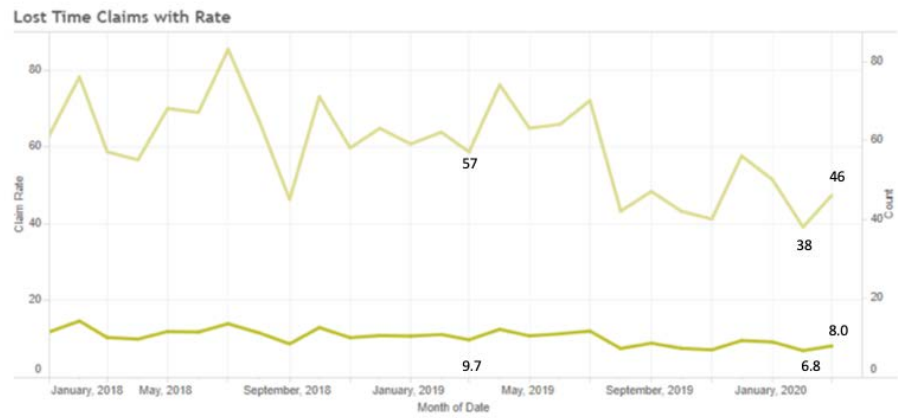
Pax Complaints by day

Year over Year Customer Complaints

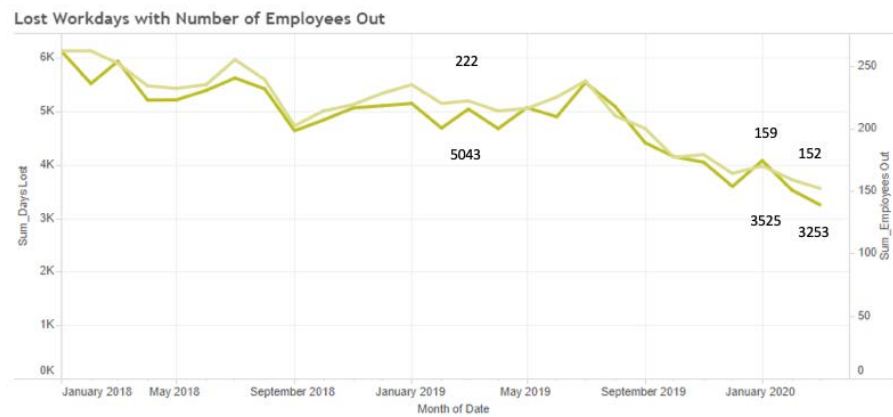


Current Occupational Injury Data:

LTCR



Lost Workdays



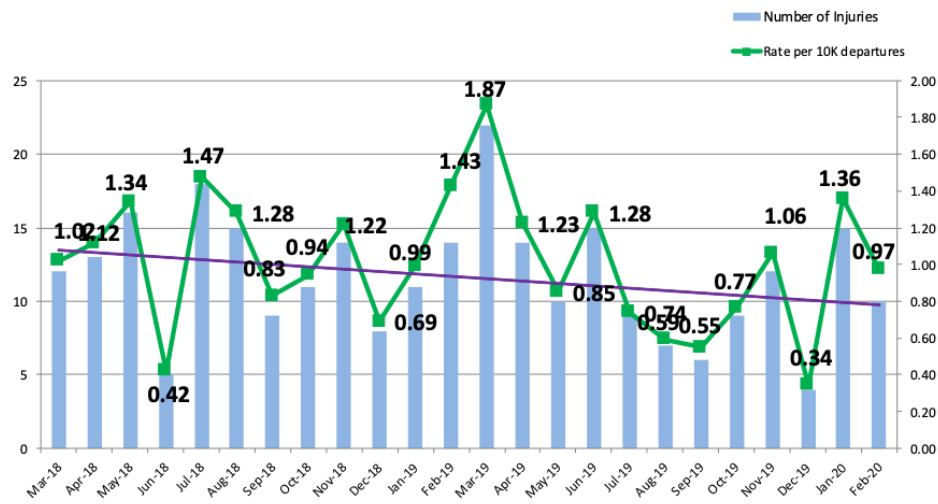
OSHA Recordable (Inflight)

	Date_of_Loss__c / OSHA Recordable					
	2018		2019		2020	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	75	64	85	60	85	51
February	54	80	81	71	78	37
March	77	66	82	71	99	32
April	79	61	79	69	31	10
May	82	72	89	61		
June	82	69	80	80		
July	95	92	83	68		
August	88	76	66	46		
September	61	54	74	50		
October	87	78	83	44		
November	81	57	73	47		
December	79	71	69	52		

Cause (Inflight-Top 10)

Cause General	2018	2019	2020
Struck by/Against	487	408	94
Other	246	301	95
Slip/Trip/Fall	308	267	64
Carrying/Lifting	193	162	34
Pushing/Pulling	125	104	18
Weather	59	64	12
Caught In/Between	46	46	10
Collision	39	47	14
Inhalation	31	48	13
Contact with object	39	42	10

Flight Attendant Turbulence Injuries



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

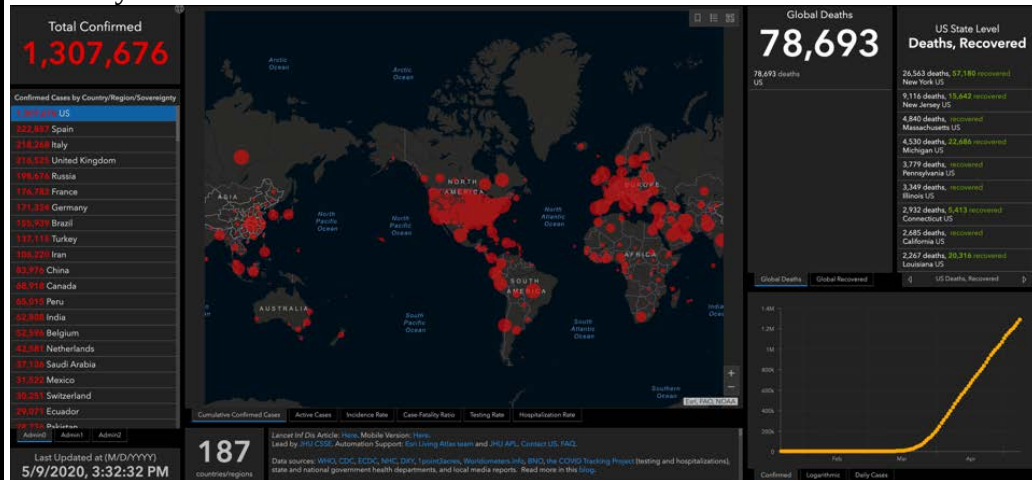
Southwest

Open Discussion Items:

Coronavirus Update:

Current COVID-19 U.S. Stats as of 09MAY20:

Mortality Rate: 6.01777



May 11, 14, 18, 21, 25, & 28, 2020 – Safety and Regulatory/COVID-19 Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria

Report From:	Scheduling
Submitted Report:	
<i>April Scheduling Committee Report</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of June increased by 1,172-line positions from 6,120 in May to 7,292 positions in June. The Scheduling Committee left 0 position in open time for the month of June, in comparison 10 were left in May.</i> <i>The Committee for the month of June wrote an average of 70.62% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity from May by .63%. 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 72.58 TFP average work days were 10.79. 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 54.32% pure lines, 27.16% weekend off and 3.7% lines containing 3-on/off or 48-hour breaks. The average lines paid 81.44 tfps.</i> <i>The FLL Satellite base had an average of 47.50% pure lines, 30% weekend off and 5% lines containing 3-on/off or 48-hour breaks. The average line paid 80.57 tfps.</i> <i>The Line Writers for June Primaries were: Lisa Trafton, Shelley Taylor, and Xander Ricker.</i> <i>The Line Writers for April Secondary Lines were: Lisa Trafton, Doreen Argyropoulos, and Xander Ricker.</i> <i>Due to the COVID-19 Pandemic Scheduling Committee was also involved in multiple conference calls with the CTF, the NT, Claire Taitte, Brendan Conlin, Ann Oh, Cetta Larabee and Wayne Shaw regarding ETO, April reschedule and May Rebid.</i>	

Report From:	Scholarship
Submitted Report:	
Applications for scholarships offered by TWU Local 556 are now being accepted. The Paul Gaynor Scholarship and the Gwen York Scholarship are available to TWU Local 556 Members only. The Madeleine Howard Scholarship and the Robert "Trebor" McDowell-Akins Scholarship are available to TWU Local 556 Members and their immediate family members. Jessica submitted a publication to the Communications Committee announcing scholarships which was published to the Membership on April 27.	

Report From:	Shop Steward
Submitted Report:	
May Shop Steward Committee Report 2019 <u>Newsletter</u> April Newsletter emailed on 4/4 Topics • Clarification regarding Conference Call Fact-Finding Meetings during the COVID-19 situation • Clarification on ETO and Union Work pay <u>Handled various Shop Steward Issues</u> • 1 Shop Steward resignation • Addressed questions from Shop Stewards regarding Fact-Finding process during COVID-19	

Report From:	Survey
Submitted Report:	
VeAnne reports she was given questions regarding Early Out/Extended Leaves that she used to create a survey in Get Feedback. This survey was sent to the membership on May 5th. It will run through May 10th.	

Report From:	Uniform
Submitted Report:	
No new uniform reactions reported to this committee this month. This could be due to no additional new employees and/or large amounts of Members are not working (ETO etc) so they are not wearing the uniform. When full staffing returns, it will be interesting to see if the reports begin again. Several Members requested a SWA mask become a permanent uniform option. This committee will discuss it with Management. Another wear test of 2 items were conducted and completed without this committee being notified. This will be taken up with Management. The test was a 3/4 sleeve sweater and pant underlayer. No results have been received by this committee as of yet. This Committee is looking into a video meeting with the Uniform Core Team. Many concerns need to be addressed and resolved with Management, even during this traumatic time.	