



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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JULY 2020 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
The Civil and Human Rights Committee would like to send our condolences on the passing of retired TWU International Administrative Vice President, and International Civil and Human Rights Director John Bland. John Bland fought for racial justice and equality in his community and for all of our members. Our thoughts are with his family. Mr.Bland will truly be missed. CHRC made a post for the 51st Anniversary of the Stonewall Riots June 28. Pamila approved the cast and samples of the new Union Pins. Pamila presented a Resolution in support of Black Lives Matter during the Executive Board Meeting June 17 and 18. The Resolution is as follows: TWU Local 556 Civil and Human Rights Committee Resolution in support of Black Lives Matter <u>Subject:</u> <i>Resolution of Support for The Black Lives Matter Movement, Protests, and Changes to Policing.</i> <u>Proposed Resolution:</u> <i>WHEREAS, Mr. George Floyd, an unarmed African American citizen was detained by four Minneapolis law enforcement officers on the afternoon of May 25, 2020, and</i> <i>WHEREAS shortly after his detainment Mr. Floyd died of injuries sustained during his arrest, and</i> <i>WHEREAS, the four law enforcement officers involved in Mr. Floyd’s detainment were arrested and charged with criminal actions leading directly to Mr. Floyd’s death, and</i> <i>WHEREAS, the number of unarmed persons of color dying or receiving severe injuries while being detained by, in the custody of, or having interaction with law enforcement officers has always been alarmingly disproportionate to the demographic makeup of this country, and</i> <i>WHEREAS, video evidence supporting claims of inappropriate actions by law enforcement officers, or other citizens acting as alleged vigilantes, has been steadily increasing, and</i>	

WHEREAS, millions of citizens at the local, national, and global levels have engaged in protests to demonstrate their frustration and anger at these senseless deaths and injuries, and

WHEREAS, repeated attempts by citizens and law makers to bring justice to these victims and their families through convictions of perpetrators and/or new legislation have failed, and

WHEREAS, the deaths of George Floyd, Breonna Taylor, Ahmaud Arbery, Botham Jean, Michael Brown, Eric Garner, Treyvon Martin, and countless others are unacceptable, and

WHEREAS, the TWU Local 556 Civil and Human Rights Committee was formed to promote diversity and equality, as well as protection of all members of our workgroup, company, and communities, regardless of sex, age, race, color, religion, sexual orientation, creed, gender identity, national origin, disability, or veteran status;

THEREFORE, BE IT RESOLVED, that the TWU Local 556 Civil and Human Rights Committee, with the full support of the TWU Local 556 Executive Board, pledge their support and resources to the assistance of all those affected by these heinous crimes, and

BE IT FURTHER RESOLVED, that the Committee and Executive Board support and recognize the importance of the Black Lives Matter Movement and the protesters and demonstrations engaged in such, and

BE IT FINALLY RESOLVED, that the Committee and Executive Board support the passage of legislation to reexamine, reorganize, and make deep and lasting changes to policing in this country to end such acts.

Resolution adopted by the TWU Local 556 Executive Board, June 19, 2020

Report From:	Communications
Submitted Report:	
Communications Committee Report — July 2020 • Worked on projects and publications involving multiple committees, bases, and general Union communications (routine and urgent); in specific distribution groups and in systemwide communications (e.g. CTF Updates, E-Connections, President, Civil and Human Rights Committee, Safety, Grievance Team, Shop Steward Committee, VIP Insurance, Negotiating Committee, etc. • Continued video production with the Negotiating Committee. • Continued weekly AFL-CIO union communicator conference calls with the AFL-CIO Communications Department regarding the most current labor issues and campaigns featuring various union leaders and topics, along with utilizing digital media tool kits. • Attended multiple classes via webcasts and Zoom, hosted by AFL-CIO Communications, utilizing new tools, access and use of multiple platforms for unions, and other subjects for union communicators such as Zoom and utilizing podcasts, in their series of classes for skills for online organizing, communications, and training. • 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, providing updates and reports to President Montgomery. Please submit your article ideas and photos to communications@twu556.org.	

Report From:	FADAP
Submitted Report:	
For the month of June the FADAP Co-chairs continued their daily phone calls with the other peer assist teams ON June 3rd we watched the TWU Local 556 negotiations committee live webcast regarding EXTO On June 7th we had a call with Raquel Daniels director of diversity and inclusion regarding diversity and issues going beyond peer assistance On June 7th Natalie and Jodi attended a Zoom meeting about grief in the age of Covid 19 by Dr. Tian Dayton On June 17th we attended the Town Hall zoom meeting FADAP Team members Eric Mettner and Steve Dotson continued the weekly Team meetings on Zoom FADAP Team members Erik Waterman, Elizabeth Alexander and McArthur Stidom shared their life stories in a three part Zoom series titled "My Personal Experience with the R word"	

Report From:	Grievance
Submitted Report:	
<i>July 2020 Grievance Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 213 total grievances: <i>34 terminations</i> <i>25 group grievances</i> <i>39 non-term disciplinary</i> <i>52 Attendance</i> <i>63 individual contract</i> <i>Total Contract Grievances on file: 88</i> <i>Total Discipline Grievances on file: 125</i> <u>Settled and Withdrawn Report:</u> Seventeen grievances were settled; of those five were settled at the Step 2 level, nine while preparing for Executive Board review, two at the SWA Preliminary Decision level, one at a grievance meeting. Two grievances were accepted and made whole. Twenty grievances were withdrawn without prejudice. One Member released the Union to proceed on her own. Two grievances expired. Of the fifty-two Attendance grievances, thirty are No-Shows, four Unable to Contact, eleven Failure to Report, three Sick Leave 1, one SLA, and three No-Show Training. The thirty-nine non-term disciplinary grievances consist of: twenty-two written warnings, five final written warnings, eight thirty-day suspensions, and four three-day suspensions. <u>Fact-Finding Meetings:</u> Thirty-three fact-finding meetings were held in the bases, in June 2020. <u>Chat Apps</u> 900 chat app messages received the month of June. <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 7.21.20. FA-February 27, 2020 day one was held. Day two was June 25, 2020. <i>Submitting briefs</i> FA-June 23, 2020 arbitration was held. <i>Submitting briefs.</i> <i>FA-Being rescheduled, also in settlement talks.</i> FA-July 28, 2020 arbitration. FA-August 21, 2020 arbitration. FA-August 28, 2020 arbitration.	

FA-September 9, 2020 arbitration.

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. *Settled.*

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. *Settled.*

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Pos. Alcohol/Drug Test. *Slated August 11, 2020.*

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

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

Report From:	Health
Submitted Report:	
Health and Safety Report July Executive Board Meeting <u>ASAP</u> We recently reviewed quarterly data for the second quarter of 2020. While the numbers are down due to the reduced flight schedule, the percentage of reports per flight was still promising. Week over week the number of reports are increasing. When discipline is pending on the outcome of an ASAP report, it is important to know that the base can hold a fact finding while the report is pending – some bases choose to wait until after the disposition of the report while some hold the fact findings immediately and just do not render discipline until the report has been accepted or excluded. It is extremely important for Flight Attendants to complete the report within 24 hours of being notified by the company of the event per the Letter of Understanding (LOU) we have with Management. A report that is filed outside of the timeframe will be excluded. <u>Health/Safety Issues</u> • We continue to bring all the Health and Safety concerns of our Members to Inflight Management. • We continue to receive and act on Event Notification System (ENS) emails. Year to date there have been 1,542 ENS messages received. • The working groups that were in place prior to COVID have started meeting again. The groups include Final Descent, Turbulence and Hot Aircraft group. • At the insistence of the TWU Local 556 Health and Safety Team, our monthly HASC (Health and Safety Committee) meetings have started meeting again via web-ex. At the latest meeting, we discussed the working groups, injury and turbulence data as well as a possible resurgence of COVID in the fall and the need to be prepared. Please see the Safety report for graphical overviews	

- Discussed a company wide safety initiative that would include the Health and Safety representatives from each Union group – this is still in the works
- Weekly phone calls with Inflight Safety to discuss the current initiatives as well as to discuss possible upcoming changes.
 - The need to be prepared for another outbreak of COVID and the need to be prepared with PPE supplies – this is discussed on every call we have
 - The Turn Clean initiative and inconsistencies

Covid-19

- COVID-19 – continuous monitoring of the CDC, the WHO, and the FAA websites as well as the various news channels. Additionally, converse with other airline Union Health and Safety personnel.
- Email responses to Flight Attendant concerns via email and phone.
- The taskforce has periodic calls so all members of the taskforce can stay apprised of the current issues.
- 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: Weekly Meetings with a day of preparation and follow-up (conference calls)

ASAP: Quarterly Meeting – (conference call)

HASC - monthly meeting

Health and Safety Round-Up – twice a week conference calls with Steve Murtoff, Tom Raffalski and Dominick Rivera

ASAP Round-up of all Southwest ASAP groups regarding the Southwest Continuity guide

FAA call with a Flight Attendant regarding a disruptive passenger

Report From:	LODO
Submitted Report:	
July 8, 2020 LODO Sub Committee Report There is nothing to report from the LODO Committee. Attached you will find the June, July, and August LODO Seniority list and Bid awards.	

Report From:	Other
Submitted Report:	
Executive Board Satellite Base Test Report - July 2020 The satellite base team has requested a meeting with the Company but it has not yet been scheduled. Update: •The most recent success metrics provided to us by the Company are from May 2020 (see attached). • We have requested updated metrics. • We have received very little Satellite Base specific feedback from Members in the last few months.	

Report From:	Professional Standards
Submitted Report:	
Professional Standards Activity Report For June 2020	
Company Policy	3
CRM	4
F.A.R.	1
I.R. Filed	1
Internal Peer Support	3
Pilot Issue	3
Unprofessional Behavior	3
Withdrawn	2
In Progress	1
Total	21
Positive Resolution	13
Negative Resolution	01
Unresolved	06
In Progress	01
Source:	
Phone	21
*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
AUS	1
BWI	3
DEN	5
HOU	2
LAS	4
LAX	2
MDW	1
OAK	1

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: July 12, 2020 Re: July 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 - 9 <table> <tr> <td>ASAP Reports received 2020 Year-to-Date:</td> <td>784</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>687</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>70</td> </tr> <tr> <td>Open Reports:</td> <td>26</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>11,726</td> </tr> </table> Southwest Airlines Event Notification System (ENS) Fielded Events for Period: 6/15/20 through 7/12/20 = 225 Emergencies Declared for Period = 11 2020 Year-to-Date = 1542 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:	784	Accepted Reports Year-to-Date:	687	Excluded Reports to date:	70	Open Reports:	26	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	11,726
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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 Received for Period: 6/15/20 through 7/12/20 = 2

Date of Call	Base	Recommendation	Base Recommendation	Base Final
06-25-2020	MDW	Non-Paid - Nonoperational Cause	Accepts	Non-Paid - Nonoperational Cause
06-20-2020	BWI	Non-Paid - No Crew Member Report	Accepts	Non-Paid - No Crew Member Report

Fatigue Reports received 2020 Year-to-Date:	22
Paid – Operational Causation Year-to-Date:	11
Non-Paid – Non-Operational Causation Year-to-Date:	6
Non-Paid – No Crew Member Report Year-to-Date:	2
No Decision Necessary - Informational Only Year-to-Date:	3

SWALife Hot Aircraft Event Reporting

06/15/20 through 07/12/20 = 0

2020 YTD = 7

2019/2020 Year-over-Year Comparative: -101 (**94% 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) 29JUN-05JUL20:

Hot Aircraft Overview 06.29.2020 - 07.05.2020

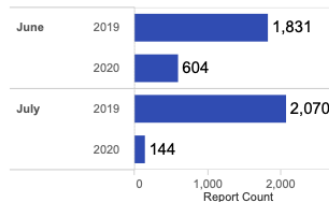
Hot AC Total by City



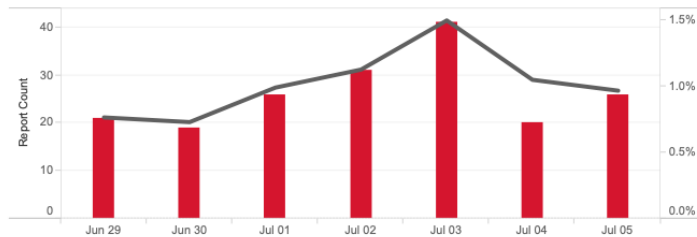
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference
	6/22/2020	6/29/2020	
ACARS	202	179	-11.39%
IF SOPI	3		-100.00%
Inflight Form		5	
Grand Total	205	184	-10.24%

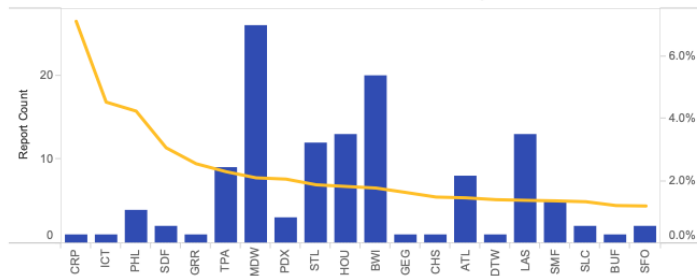
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



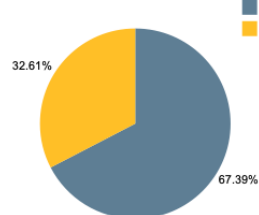
Stations - Top 20 Based on % of Flights



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	124	1.00%
800	60	1.06%

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

'Hot' Aircraft and Gates

Aircraft with four or more reports

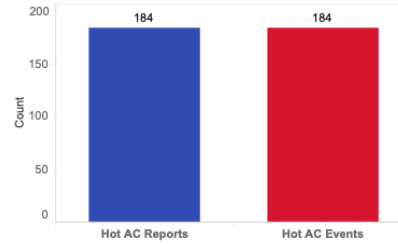
AC Number	
8567	4

Gates with three or more reports

Station	Gate	
HOU	4	3
LAS	C23	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.

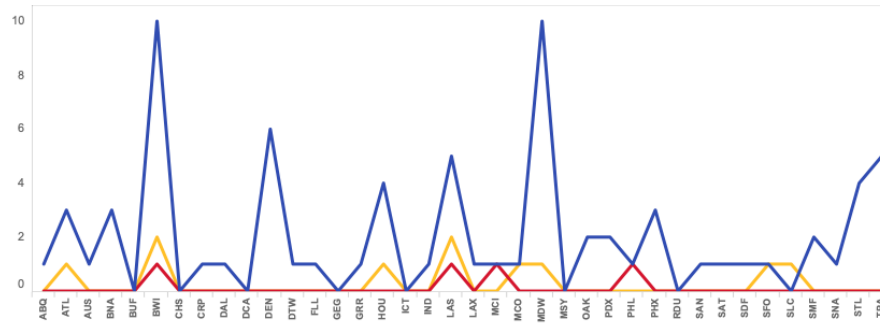


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	6/22/2020	6/29/2020
% Air Not Connected	30.69%	42.46%
% Ops Agent Not Present	2.97%	2.23%
% Ramp Agent Not Available	5.45%	5.59%



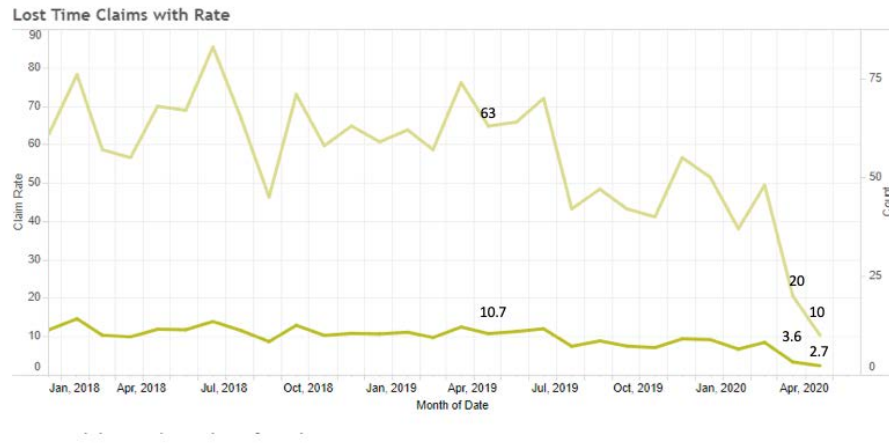
Good Job ACARS

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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Current Occupational Injury Data:

LTCR



Lost Workdays



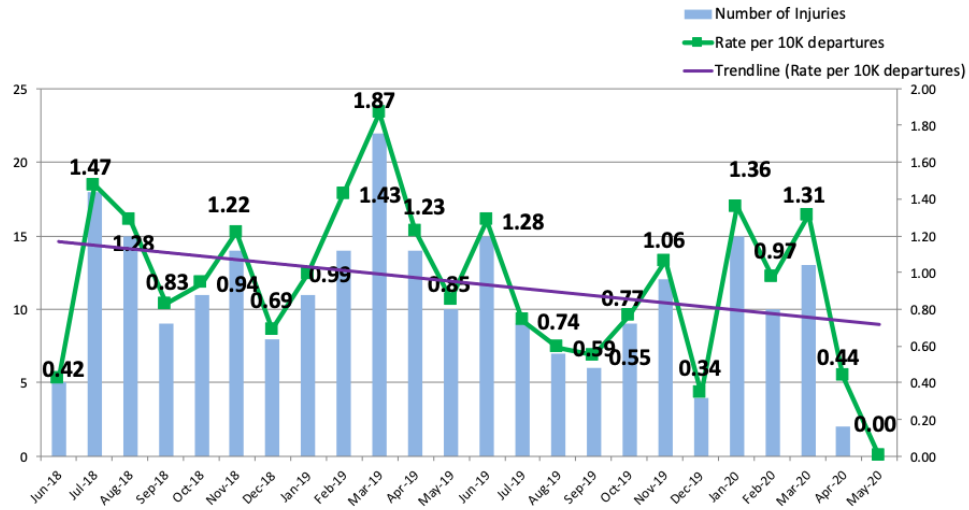
OSHA Recordable (Inflight)

	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	34
April	79	61	79	69	29	12
May	82	72	89	61	7	8
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	97
Slip/Trip/Fall	308	267	70
Other	246	301	95
Carrying/Lifting	193	162	36
Pushing/Pulling	125	104	20
Weather	59	64	12
Caught In/Between	46	46	10
Collision	39	47	14
Inhalation	31	48	15
Contact with object	39	42	11

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

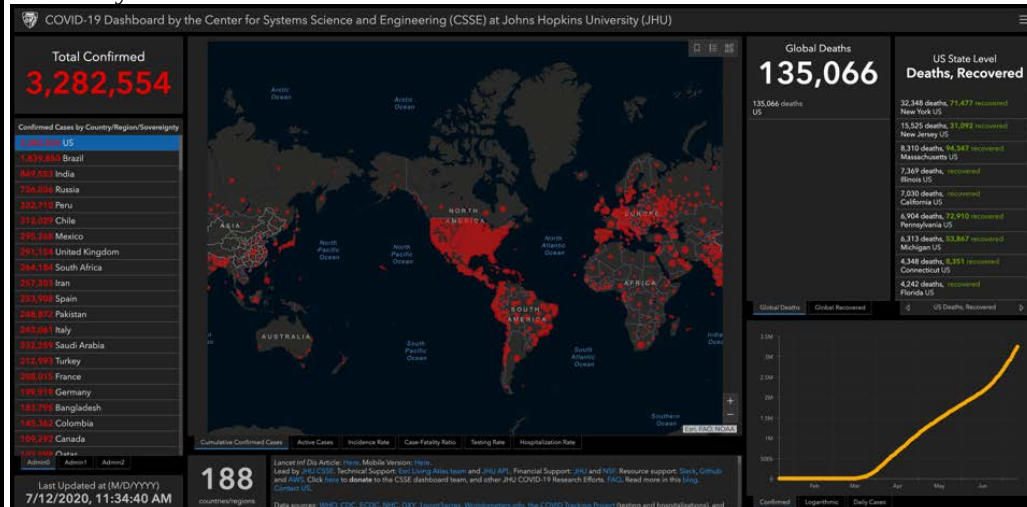
OSHA 300 Log Email Distribution to DEBM's Completed

Open Discussion Items:

Coronavirus Update:

Current COVID-19 U.S. Stats as of 12JUL20:

Mortality Rate: .0411



Scheduled and Standing Meetings:

July 16, 23, 30, 2020 – Safety and Regulatory/COVID-19 Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria

July 22, 2020 – Health and Safety Coordination (HASC) Teleconference with Inflight Safety and Regulatory Compliance

July 9, 2020 – ASAP Continuity Discussions (via Telecon) with SWA ASAP Programs and FAA

Report From:	Scholarship
Submitted Report:	
Jessica submitted a budget for the 2020-2021 fiscal year for the Scholarship Committee. Scholarship winners for the Michael J. Quill Scholarships offered by TWU International have been announced. Russel Raunam, son of 556 Member Christopher Raunam, and Reece Toso, daughter of 556 Member Jennifer Sederholm-Toso were both recipients of the Quill Scholarship. June 30 was the deadline to accept applications for the scholarships offered by Local 556. Winners of the scholarships will be announce no later than August 20.	

Report From:	Shop Steward
Submitted Report:	
<u>Shop Steward Committee Report</u>	
June 2020	
Shop Steward Committee Budget	
• Met to discuss and prepare budget • Budget submitted on 6/29	
Shop Steward Newsletter (Sent out on 7/1)	
• Fact Finding Mtg Trends • Fact Finding Mtg Breakdown • Reminders • Message of Understanding	
Grievance Team Ask	
At the direction of Grievance Leaders the Committee anticipates working with the DEBMs after the July 15 deadline for VSP and ExETO to update the Shop Steward list.	

Report From:	Uniform
Submitted Report:	
Per Jamie Dotson, Masks by Halo will be available to Members this month. Members are "gifted" 3 masks each and must sign for them at the base when picked up. A Member may have another Member sign for their masks if discussed with the base beforehand. A more permanent solution and design are in the workings if the future requires it. Masks purchased through Cintas allotment are also being discussed and researched. *UPDATE Masks are in and available for pick up. Required Base Maternity pieces: 1st Quarter check was never provided. 2nd Quarter showed bases were short on contractual pieces. Lisa was assured by Jamie Dotson that the bases that were short had ordered the pieces to get them to their required number. The female 2 part winter coat that was wear-tested was approved and will be available this coming October. It is a "puffy type" inner coats with an outer waterproof layer. Both pieces are sold separately and can be worn together or alone. *UPDATE The female coat is now available for order on the Cintas website. Delivery by October. Lisa again requested the list of off the rack items available for those in the alternative program that was agreed to be given to this committee last year. However, Lisa has been informed by Jamie Dotson that ACT "owns" the list and it is not available to us. Lisa will be reaching out to ACT to see if there is some compromise since not only would it be productive to be on the same page when speaking to members, but it was agreed to be shared with us per Mike Sims 2019. Upcoming Issues: Lack of Alternative choices through Cintas.	

Report From:	Veterans
Submitted Report:	
Due to Covid 19 and the current restrictions the Veterans Committee has postponed current Veterans activities.	

Report From:	WISE
Submitted Report:	
Jessica submitted a budget for the 2020-2021 fiscal year for the Women's Issues, Service, and Education (WISE) Committee.	