



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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FEBRUARY 2021 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
<p>The Civil and Human Rights Committee submitted a Facebook post for Black History Month introducing the Black History Month Pin. Pamila shipped Black History Month Pins to the Domicile Executive Board Members. Pamila worked with Oakland Shop Steward Angie Kilbourne to design the Black History Month Union Glass Case Poster. CHRC assisted Communications Chairperson Keyander Early with submissions for the upcoming Unity Magazine. CHRC would like to thank all the Civil and Human Rights Team Members for submitting articles; Shop Stewards Addie Crisp (LAS), Jamaul Peacock (LAX), Genesis Davoy (LAX), Conrad Arnold (OAK) and Member Satin Fye (FLL). CHRC would also like to thank Shop Steward Angie Kilbourne for the Black History Month Poster and graphics. And thank you to MDW Members Karen Mathews and Shawn Peppers for distributing the Black History Month pins and dropping the pins in v-files for Chicago Members.</p>	

Report From:	CISM																																												
Submitted Report:																																													
<p>During the month of January CISM Chairperson Eileen Rodriguez assisted with the daily operation of the CISM Team and supported the POC (Person on call). CISM Chairperson Eileen Rodriguez attended the MAX Readiness SME orientation, attended and participated in both days of the Union Membership meeting, and participated in weekly conference calls with the other Peer Team Chairpersons (FADAP and Pro Standards)</p>																																													
<p>The CISM Team handled 130 Incidents called into our hotline and spoke to 180 Flight Attendants.</p>																																													
<table> <tr><td>Aircraft Incident</td><td>1</td></tr> <tr><td>Assault</td><td>1</td></tr> <tr><td>Bomb Threat</td><td>1</td></tr> <tr><td>Calls Related to Death of FA</td><td>6</td></tr> <tr><td>COVID-19</td><td>5</td></tr> <tr><td>Crew Member Illness</td><td>1</td></tr> <tr><td>Debriefing - Team Member</td><td>6</td></tr> <tr><td>Decompression/Pressurization</td><td>1</td></tr> <tr><td>FA Death</td><td>5</td></tr> <tr><td>FA Death of Family Member</td><td>8</td></tr> <tr><td>FA Illness</td><td>1</td></tr> <tr><td>Illness of Family Member/Caregiver Stress</td><td>2</td></tr> <tr><td>Incident on RON</td><td>2</td></tr> <tr><td>Mask - non-compliance</td><td>4</td></tr> <tr><td>Passenger Medical</td><td>5</td></tr> <tr><td>Passenger Misconduct</td><td>11</td></tr> <tr><td>Personal Issue</td><td>16</td></tr> <tr><td>Sexual Harassment or Assault</td><td>1</td></tr> <tr><td>Suicide Attempt of a Family Member</td><td>2</td></tr> <tr><td>Termination/Fact Finding</td><td>1</td></tr> <tr><td>Terrorist Attack on the Capitol</td><td>46</td></tr> <tr><td>Turbulence</td><td>3</td></tr> </table>		Aircraft Incident	1	Assault	1	Bomb Threat	1	Calls Related to Death of FA	6	COVID-19	5	Crew Member Illness	1	Debriefing - Team Member	6	Decompression/Pressurization	1	FA Death	5	FA Death of Family Member	8	FA Illness	1	Illness of Family Member/Caregiver Stress	2	Incident on RON	2	Mask - non-compliance	4	Passenger Medical	5	Passenger Misconduct	11	Personal Issue	16	Sexual Harassment or Assault	1	Suicide Attempt of a Family Member	2	Termination/Fact Finding	1	Terrorist Attack on the Capitol	46	Turbulence	3
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Unaccompanied Minor or Young Traveler Incident	1
Total	130
FAs Assisted	180

Report From:	COPE
Submitted Report:	
<p style="text-align: center;"><u>Committee on Political Education Report</u></p> <p>January 2021</p> <p>TWU State Conferences that TWU 556 Chair and Co-Chair and Participated in for the month of December:</p> <ul style="list-style-type: none"> • California • Florida • District of Columbia/Maryland/Virginia • Nevada/Colorado • Ohio • Texas <p>TWU 556 COPE Committee is working on a plan to present for the next administration.</p> <ul style="list-style-type: none"> • Building Affiliated AFL – CIO Delegates List • Building Affiliated Central Labor Council Delegates List • COPE Structure Strategy <p>AFL-CIO & CLC Affiliates</p> <ul style="list-style-type: none"> • Arizona State AFL-CIO • California Labor Fed • Alameda County CLC • Colorado State Labor Council • Chicago Federation of Labor • Florida & Central Florida AFL-CIO • Dallas AFL-CIO • Texas AFL-CIO • Maryland State AFL-CIO • Metropolitan Baltimore AFL-CIO • Nevada State AFL-CIO • Southern Nevada CNT'L Labor Council • Atlanta Labor Council • Georgia State AFL-CIO • Los Angeles City Federation of Labor AFL-CIO <p>TWU COPE Committee sent to the membership a Call of Action on February 5th and February 11th.</p>	

TWU 556 COPE Committee continued to work with TWU International and other labor organizations to advocate for additional rounds of COVID relief. The bipartisan legislation, which was passed by Congress on December 21 and signed into law by the President on December 27th, contains \$900 billion in relief for the Coronavirus pandemic, including \$15 billion for airlines through the payroll support program. This relief effort was a great start to 2021 but more will be needed for a sustainable recovery. As of late January, we started working an extension of the PSP for after March expiration and advocating Flight Attendant priority with COVID vaccine distribution.

Report From:	Education
Submitted Report:	
<p>Amanda continues to add and remove members to/from the Official TWU Local 556 Facebook Group, ensuring the Members of the Group are Southwest Flight Attendants. The Official Group has 8,186 Members.</p> <p>Amanda created one Facebook Live in January: Let's talk about Irregular Ops (2,980 people reached), covering when Flight Attendants are required to answer their phones, call Scheduling, the applicable Work Rule and Expectations, etc. She responded to questions, comments, e-mails, calls and texts from Members.</p>	

Report From:	FADAP
Submitted Report:	
<p>Continued our weekly Crew assistance Meetings with CISM, Professional Standards and Tom Crabtree.</p> <p>Continued to host the weekly Open Flight Attendant Zoom AA meetings</p> <p>Tom Crabtree, Natalie Salser and Tom Spillers held a zoom meeting with Rachel Loudermilk Jan 14th. We discussed procedures to help Flight Attendants in need and best practices when under the influence of a substance.</p> <p>Natalie and Tom held two zoom meetings with Base Coordinators Greer Steinke and McArthur Stidom. We discussed updates on new team member interviews as well as 2021 goals for the Team.</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>February 2021 Grievance Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u></p> <p><i>250 total grievances:</i></p> <p><i>20 terminations</i> <i>36 group grievances</i> <i>36 non-term disciplinary</i> <i>76 Attendance</i> <i>82 individual contract</i></p> <p><i>Total Contract Grievances on file: 118</i> <i>Total Discipline Grievances on file: 132</i></p> <p><u>Settled and Withdrawn Report:</u></p> <p>Twenty-five grievances were settled; of those four were settled at the Step 2 level, ten while preparing for Executive Board review, four at the SWA Preliminary decision stage, and seven at a grievance meeting. One grievance was accepted by SWA at a grievance meeting. Eighteen grievances were withdrawn without prejudice. One Member released the Union. One grievance expired.</p> <p>Of the seventy-six Attendance grievances, twenty-nine are No-Shows, five Unable to Contact, twenty-one Failure to Report, seven Sick Leave 1, one SLA, one SL, one Sick Leave Training, one MBL, and ten No-Show Training.</p> <p>The thirty-six non-term disciplinary grievances consist of: sixteen written warnings, one final written warning, thirteen thirty-day suspensions, one fifteen-day suspension, two six-day suspensions, two three-day suspensions, and one under the “other” category.</p> <p><u>Fact-Finding Meetings:</u></p> <p>Thirty-seven fact-finding meetings were held in the bases, in January 2021.</p> <p><u>Chat Apps</u></p> <p>732 chat app messages received the month of January.</p> <p><u>Board of Adjustments:</u></p> <p>FA scheduled February 25, 2021.</p> <p><u>Arbitration Schedule:</u></p>	

FA-Day one held 11.12.19. Day two held 2.14.20. Day three 7.21.20. *Briefs submitted.*

Group Grievance- September 29-30, 2020 arbitration. *Briefs submitted.*

FA-December 9, 2020-arbitration held. *Briefs submitted.*

Group Grievance-*Slated.*

FA-Scheduled February 22, 2021.

FA-Scheduled February 24, 2021.

FA-Scheduled March 3, 2021.

Group Grievance-Scheduled March 5, 2021.

FA-Scheduled March 19, 2021.

FA-Scheduled March 26, 2021.

FA-Scheduled April 1, 2021.

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 his own to a BOA for Termination: 3.0.0.

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

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Class 1.8 Pos Alcohol/Drug test. *Scheduled for March 9, 2021.*

Upcoming Grievance Meeting: The Union and Management have a video-conference call scheduled February 26, 2021.

Report From:	Health
Submitted Report:	
<p>Health ReportJanuary Executive Board Meeting</p> <p><u>ASAP</u></p> <p>We have received 12,313 reports over the life of the ASAP program, with 86 of these being YTD. We continue to meet weekly and other than reports with a continuing investigation, we are able to stay current on reports submitted into the program.</p> <p>We have been seeing an increase of reports that are submitted outside of the LOU timeframes, which would get a report excluded that may have been otherwise accepted. It is imperative that our Members submit events within 24 hours of being notified by Management of the event. If it is an event that the Member feels Management will gain knowledge of, they need to submit the report immediately to maintain the integrity of the report.</p> <p><u>Health/Safety Updates</u></p> <ul style="list-style-type: none"> • The calls/emails have increased from our Members regarding the vaccinations. The calls/emails are still equally split on Members wanting to have quicker access to vaccine availability and Members not wanting to be forced to take the vaccine. • Health and Safety has a meeting with Inflight Management on a weekly basis. For the past several weeks we have made them aware of the need for a communication being sent by Management as many states/counties are asking for letters or pins from <i>the employer</i>. This past week we advised them we would be putting out a communication to our Members since the Company had not yet. They asked if we would give them a few days. Two days later we obtained the letter that Skywest sent to their Flight Attendants to assist in the vaccine process. Health and Safety immediately sent the letter to various VP's and Sr. Directors within Southwest requesting the same assistance. Several days later Southwest communicated to our Flight Attendants and provided a letter to our Members. <i>This is a huge win for TWU Local 556 to get this for our Members.</i> • We continue to push Management to partnership with either the insurance company or CVS to have the vaccines easily available for our Members – since vaccines are not readily 	

available, this will not happen immediately but we are hopeful this is in the works.

- March 1st the new ESAN policy (no emotional support animals on the aircraft) will go into effect.
- Various airports have received vaccines and are administering them to SIDA badged airport employees. Base Leadership have been going to airport authorities to get clearance for Flight Attendants to be able to obtain these as well. If you get calls from your Members, please refer them to their base for assistance. If the base does not help, please have them contact Health and Safety.
- Graphical data on OSHA and Non-OSHA recordable is available in the Safety Team Report; injury rate and severity is down.
- With the new FAA initiative regarding passenger misconduct, they are conducting investigations into many of these events. A member of the Health and Safety Team is on all of these calls.

Covid-19

The COVID taskforce traffic remains constant with emails and phone calls. Following are the main topics of the calls and emails:

- The procedures Management is using for exposure pulls still changes on a daily basis – this is extremely frustrating for our Members that have had multiple work exposures that don't understand why they are being treated differently now
- The CTF is going to start asking all of our Members to start writing LINK reports with their concerns as Management is not getting these communications from our Members
- We are still getting International travel questions and the requirement to quarantine when you return
- The CTF continues to compile names for individual and group grievances

Event Notification System

- We continue to receive and act on Event Notification System (ENS) emails.
 - 2021 TYD 473
 - 2020 3182
 - 2019 4261
 - 2018 2462
 - 2017 2371
 - 2016 2887
 - 2015 2843
 - 2014 2119
 - 2013 1138*
 - 2011 1609
 - 2010 1413
 - **ENS tracking and trending was suspended May 2012 – June 2013*

Upcoming Meetings:

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

HASC - monthly meeting

Health and Safety Round-Up – Weekly conference Inflight Management

MAX 800 Return to Flying

Executive Board Meeting Update

FAA Max 800 Update

Report From:	LODO
Submitted Report:	
February 15, 2021 LODO Subcommittee Report	
No Report for February.	
<ul style="list-style-type: none">• Meeting scheduled with Southwest LODO management team on March 1, 2021. Will provide a detailed report for March.	

Report From:	MOBORG
Submitted Report:	
On February 9th Carolyn Jainryan attended a Future Leaders Organizing Committee (FLOC) meeting. via Zoom. During the meeting FLOC Members voted on bylaw changes as well as discussing future opening elected positions. FLOC Members were able to send their proposed bylaw changes thirty days prior to the meeting per Article X, Sec. A of the FLOC Bylaws.	

Report From:	Other
Submitted Report:	
<p style="text-align: center;">February 2021 CTF Report</p> <p>Recent Victories during Meetings with SWA Management:</p> <ol style="list-style-type: none"> 1) If you are exposed at work and get tested you can be reimbursed for out-of-pocket expenses. 2) The Bases have committed to being nicer and taking more time with you if you become symptomatic while out on the road. We had many complaints about the Base being rude to the FA. 3) If you become symptomatic while out on a trip you are now unable to take a taxi, Uber, or Lyft to a testing facility. The Company will now work to find a concierge medicine to come to the hotel to test you. 4) State and County mandated quarantine pulls will now be looked at on a case-by-case basis for pay. 5) The Bases will no longer give you grief for opening an OJI claim on a COVID-19 related illness. A&L has also been instructed not to give their opinion on an OJI claim for COVID-19. 6) From now on, if you become ill out online and test positive you will be stranded and paid stranded pay. Previously, they were denying claims saying you could not prove you acquired COVID-19 at work. 7) There has been confusion regarding what is required to return from a COVID-19 pull. The preferred method is a Doctor's Note, which includes a Teledoc note (but only for a COVID-19 pull). If you are unable to get into a doctor for a note you may request to answer Labor's questions to be cleared to return to work. 8) Please continue to read your RBF's for updated news regarding Company policies on domestic and international travel and all COVID-19 Company rules. Reach out to the CTF if you are unclear or have any questions or concerns. 9) Due to the fact many of our team members will be involved in the Max 8 return test flights, we added a FT Member to our team to answer emails and return calls. Sara Ricks has caught on quickly and is a great asset to the team. 10) The CTF hours now match the TWU Union Office hours during the week and on the weekends. 11) Kay Hogan is assisting me with the meetings with the Directors and is doing an outstanding job. 	

Report From:	Professional Standards
Submitted Report:	
<p>Professional Standards Activity Report for January 2021</p> <p>Company Policy 6</p> <p>CRM 2</p> <p>Employee Relations 2</p> <p>I.R. Filed 3</p> <p>Internal Peer Support 3</p> <p>Not Taken 2</p> <p>Pilot Issue 8</p> <p>Social Media 1</p> <p>Unprofessional Behavior 1</p> <p>Withdrawn 3</p> <p>In Progress 2</p> <p>Total 34</p> <p>Positive Resolution 21</p> <p>Negative Resolution 01</p> <p>Unresolved 10</p> <p>In Progress 02</p> <p>Source:</p> <p>Phone 28</p> <p>TWU Website 04</p> <p>Pilot 02</p> <p>Case Work Team Hours 27.25</p> <p>*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.</p>	

Base Information**ATL 3****BWI 4****DEN 6****FLL 1****HOU 5****LAS 3****LAX 2****MCO 2****MDW 5****OAK 1****PHX 2**

Report From:	Safety																		
Submitted Report:																			
<p style="text-align: center;">Safety Team Report</p> <p style="text-align: center;">Michael Massoni – Operational Safety Chairperson</p> <p style="text-align: center;"><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></p> <p>To: TWU Local 556 Executive Board CC: Thom McDaniel Date: February 12, 2021 Re: February 2021 EB Safety Team Report</p> <p>Currently the Safety Team has the following open and/or resolved action items:</p> <p>Aviation Safety Action Program (ASAP) – Reports in queue for ERC Review - 6</p> <table> <tr> <td>ASAP Reports received 2021 Year-to-Date:</td> <td>86</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>80</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>3</td> </tr> <tr> <td>Open Reports:</td> <td>3</td> </tr> <tr> <td>Total Reports Received in 2020</td> <td>1336</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>12313</td> </tr> </table> <p>Southwest Airlines Event Notification System (ENS)</p> <p>Fielded Events for Period: 1/9/21 through 2/12/21 = 369 Emergencies Declared for Period = 10</p> <p>2021 Year-to-Date = 473 All of 2020 = 3182 All of 2019 = 4261 All of 2018 = 2462 All of 2017 = 2371 All of 2016 = 2887 All of 2015 = 2843</p>		ASAP Reports received 2021 Year-to-Date:	86	Accepted Reports Year-to-Date:	80	Excluded Reports to date:	3	Open Reports:	3	Total Reports Received in 2020	1336	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	12313
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All of 2014 = 2119
 All of 2013 = 1138*
 All of 2011 = 1609
 All of 2010 = 1413

*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: 12/11/20 through 12/31/20 = 3

Date of Call	Base	Recommendation	Base Recommendation	Base Final
01-26-2021	HOU	No Decision Necessary - Informational only		
01-27-2021	LAS	No Decision Necessary - Informational only		
01-19-2021	DAL	No Decision Necessary - Informational only		
01-05-2021	MDW	No Decision Necessary - Informational only		
01-12-2021	MDW	No Decision Necessary - Informational only		
01-10-2021	LAS	No Decision Necessary - Informational only		
01-02-2021	MDW	Non-Paid - Nonoperational Cause	Declines	Paid - Operational Cause
01-13-2021	MDW	Non-Paid - Nonoperational Cause	Accepts	Non-Paid - Nonoperational Cause
01-04-2021	MDW	Paid - Operational Cause	Declines	Non-Paid - Nonoperational Cause
01-01-2021	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause
01-05-2021	HOU	Non-Paid - Nonoperational Cause	Accepts	Non-Paid - Nonoperational Cause

Fatigue Reports received 2021 Year-to-Date:	11
Paid – Operational Causation Year-to-Date:	3
Non-Paid – Non-Operational Causation Year-to-Date:	3
Non-Paid – No Crew Member Report Year-to-Date:	0
No Decision Necessary - Informational Only Year-to-Date:	6
Fatigue Reports received all of 2020:	45
Fatigue Reports received for the life of the program:	56

SWALife Hot Aircraft Event Reporting

1/9/20 through 2/12/21 = 0

2021 YTD = 0

2020/2021 Year-over-Year Comparative: 0 (**0% Decrease Year-over-Year**)

All of 2021: 0 = 0% Increase

All of 2020: 7 = 95.884% 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

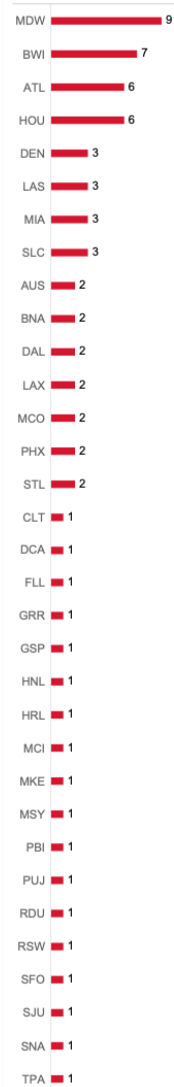
All of 2016: 535 = 32% Decrease Year-over-Year

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 01FEB21-07FEB21:

Hot Aircraft Overview 02.01.2021 - 02.07.2021

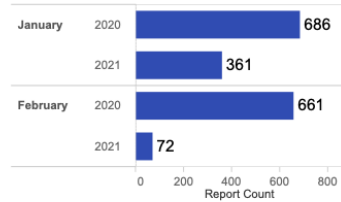
Hot AC Total by City



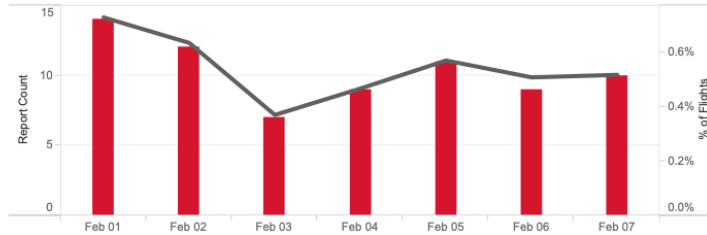
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	1/25/2021	2/1/2021	1/25/2021	2/1/2021
ACARS	61	70		14.75%
FO SOPI		1		
GO SOPI		1		
Inflight Form	1		-100.00%	
Grand Total	62	72		16.13%

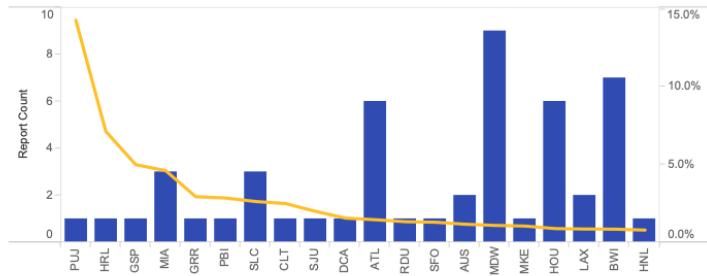
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



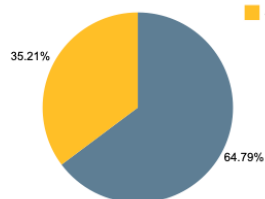
Stations - Top 20 Based on % of Flights



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

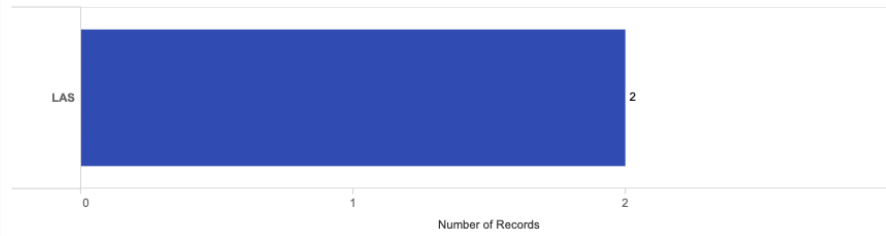


Fleet	Hot AC Reports	% of Flights**
700	46	0.59%
800	25	0.50%

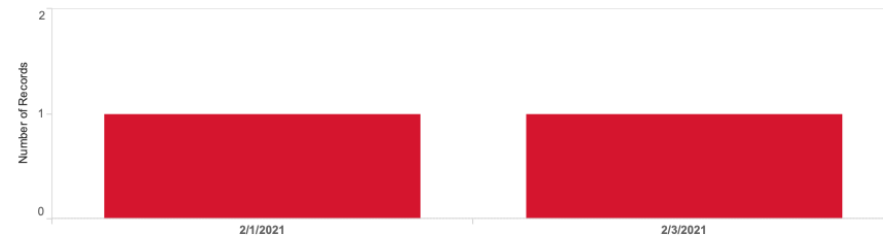
**Percent of Hot AC Events to Total Flights per Fleet
Please note: Fleet not available for every report

Customer Hot AC Complaints for the week of 02/01/21 to 02/07/21

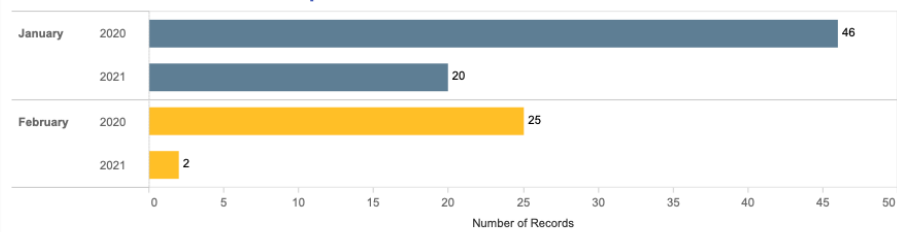
Pax Complaints by Originating City



Pax Complaints by day



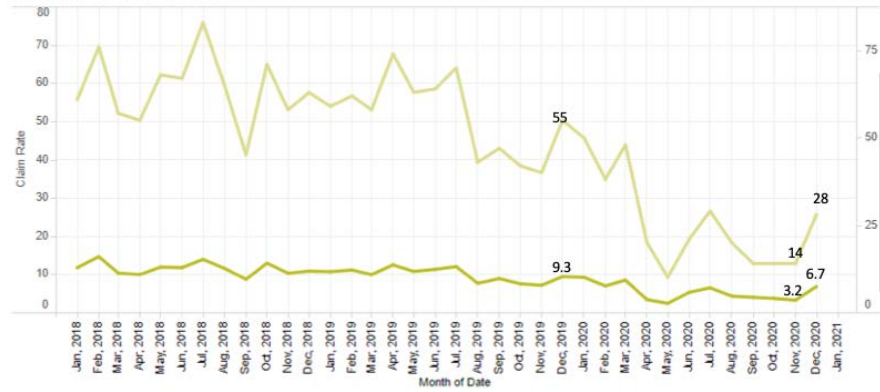
Year over Year Customer Complaints



Current Occupational Injury Data:

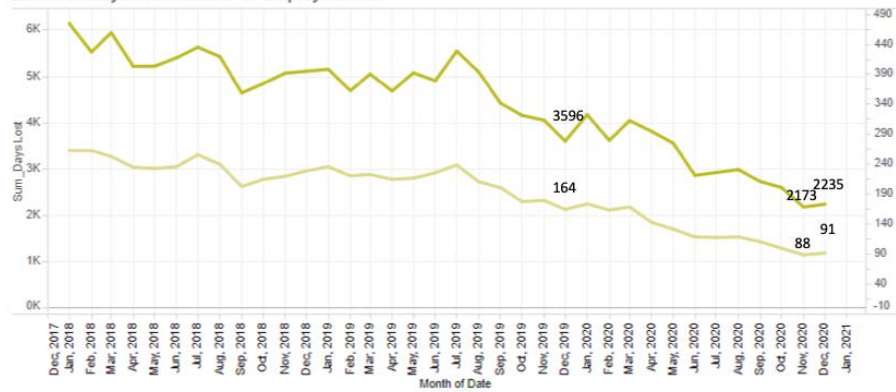
LTCR

Lost Time Claims with Rate



Lost Workdays

Lost Workdays with Number of Employees Out



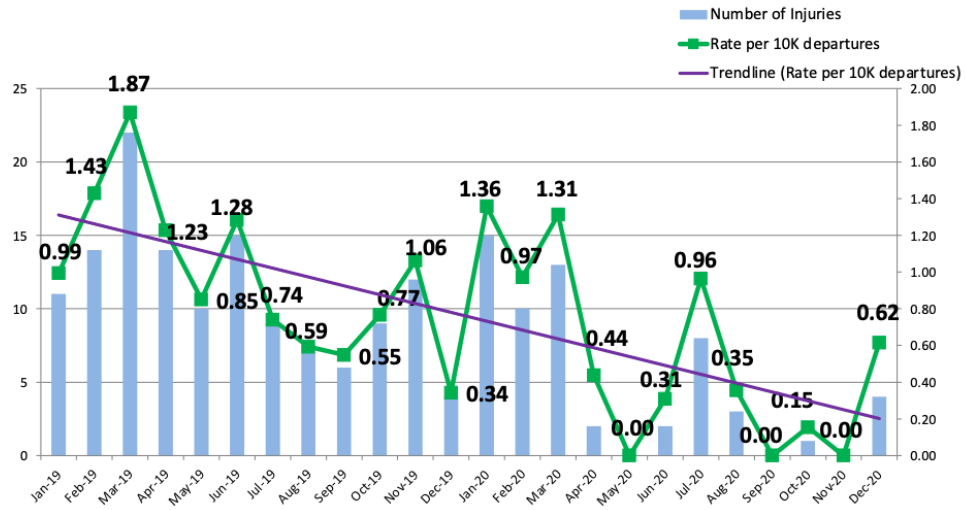
OSHA Recordable (Inflight)

	Date_of_Loss_c / OSHA Recordable					
	2018		2019		2020	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	75	64	86	59	85	52
February	54	80	81	71	77	39
March	77	66	82	71	100	33
April	79	61	79	69	29	11
May	82	72	89	61	8	9
June	82	69	80	80	42	21
July	95	92	83	68	39	48
August	88	76	66	46	35	26
September	61	54	74	50	31	18
October	87	78	83	44	27	16
November	81	57	73	47	32	33
December	79	71	69	52	31	48

Cause (Inflight-Top 10)

Cause General	2018	2019	2020
Struck by/Against	487	408	173
Other	246	301	171
Slip/Trip/Fall	308	267	129
Carrying/Lifting	193	162	66
Pushing/Pulling	125	104	49
Weather	59	64	16
Collision	39	47	27
Contact with object	39	42	29
Caught In/Between	46	46	15
Inhalation	31	48	21

Flight Attendant Turbulence Injuries



Page 5

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



OSHA 300 Log Email Distribution to DEBM's Completed

Open Discussion Items:

COVID-19 Vaccine Prioritization Letter:

Southwest Airlines Co.
Julie Weber
Vice President and Chief People Officer
2702 Love Field Drive [HDQ 4HR]
Dallas, TX 75235



February 10, 2021

**Critical Infrastructure Exempt Worker Certification
Per U.S. Code Title 42 Section 5195c (e) and DHS-CISA**

Issued to Southwest Airlines Employees
Tier 1 Essential Critical Infrastructure Worker

Letter of Prioritization for Flight Attendants

To Public Health Authorities and COVID-19 Vaccination Partners:

The bearer of this letter, validated by a Southwest Airlines Employee badge, is a Southwest Airlines Flight Attendant. As such, their regular responsibilities require them to be in close contact with passengers without the ability to maintain physical distancing.

Their duties also include providing first responder emergency lifesaving medical care to those in need while in flight. As such, they should be prioritized for COVID-19 vaccination as both critical infrastructure transportation workers and first responders.

A handwritten signature in black ink, appearing to read "Julie Weber".

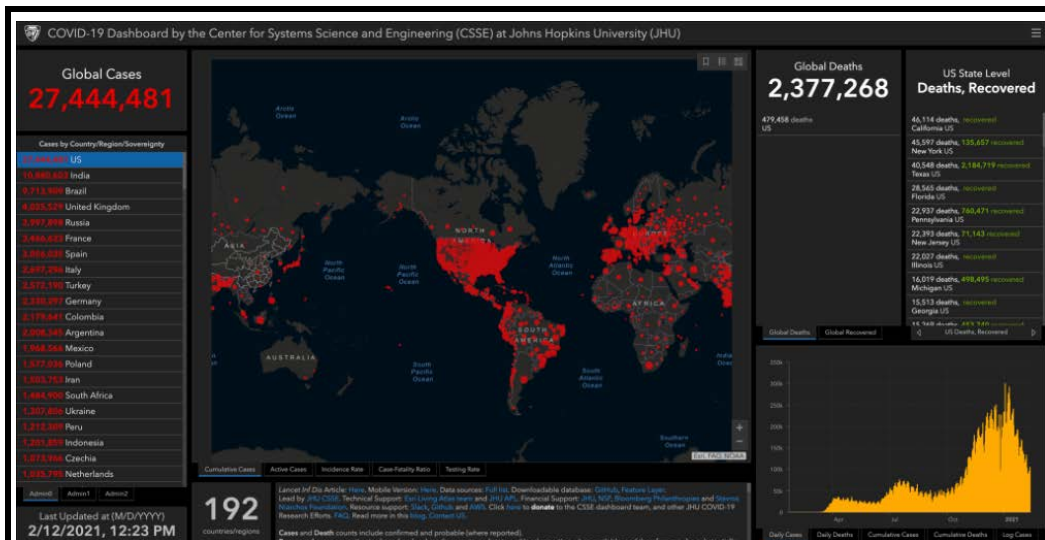
Julie Weber
Southwest Airlines Co.
Vice President and Chief People Officer
(214) 792-4000

Max RTS

Security During Times of Civil Unrest

Coronavirus Update:

Current COVID-19 U.S. Stats as of 12FEB21:
Mortality Rate: 2.017%



Scheduled and Standing Meetings:

February 4, 11, 18, 25, 2021 – Safety and Regulatory Compliance
Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria

February 17, 2021 @ 13100hrs CST – EB Health and Safety Briefing
Teleconference (737 Max RTS Update & COVID-19 Vaccine Prioritization
Letter)

February 18, 2021 – Health and Safety Coordination (HASC) Teleconference
with Inflight Safety and Regulatory Compliance

Report From:	Scheduling
Submitted Report:	
<p><i>The number of line positions that a Flight Attendant could be awarded for the month of March increased by 1,654 line positions, from 6,262 positions in February to 7,916 in March. The Scheduling Committee left 149 positions in open time for the month of March, in comparison 0 were left in February.</i></p> <p><i>The Committee for the month of March wrote an average of 72.03% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity from February by 0.42%. 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 line paid 87.94 TFP average work days were 12.85. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i></p> <p><i>The AUS Satellite base had an average of 53.85% pure lines, 20.88% weekend off and 27.47% lines containing 3-on/off or 48-hour breaks. The average lines paid 90 tfps.</i></p> <p><i>The FLL Satellite base had an average of 55.32% pure lines, 30.85% weekend off and 30.85% lines containing 3-on/off or 48-hour breaks. The average line paid 90.09 tfps.</i></p> <p><i>The Line Writers for March Primaries were: Lisa Trafton, Rebekah Knox, Sheri Tyler, Doreen Argyropoulos and Xander Ricker.</i></p> <p><i>The Line Writers for March Secondary Lines were: Lisa Trafton, Shelley Taylor, Doreen Argyropoulos and Xander Ricker .</i></p> <p><i>The Scheduling Committee also met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i></p> <p><i>After the Membership meeting there were several members, especially ones who commute from Nashville, very concerned with the continued testing of Satellite Bases. The Scheduling Committee responded to their emails and discussed the future of Satellite Bases and the Company's opinion on where these new test Bases could be.</i></p>	

Report From:	Scholarship
Submitted Report:	
<p>TWU International is now accepting applications for the Michael J. Quill Scholarship Fund. The deadline for all applications is April 26, 2021. Jessica published a notification to the Membership on January 25 announcing the Quill Scholarship. Jessica also submitted the publication to Communications Committee Chairperson KeyAnder Early to be published in the upcoming Unity Magazine.</p>	

Report From:	Shop Steward
Submitted Report:	
<p>February Shop Steward Committee Report 2020_</p> <p><u>Newsletter</u> January Newsletter emailed on 2/1/21</p> <p>Topics</p> <ul style="list-style-type: none"> • Fact-Finding Meeting breakdown by Class Violations for December 2020 • Base Discipline trends December 2020 • Fact-finding Meeting Best practices <p><u>Handled Shop Steward questions/concerns</u></p> <ul style="list-style-type: none"> • Addressed Shop Steward issues 	

Report From:	Survey
Submitted Report:	
<p>VeAnne reports the Survey Committee did not work on anything in Jan.</p>	

Report From:	WISE
Submitted Report:	
<p>February 14 marks the day that we lost a fierce Union advocate and TWU Local 556 Member, Gwen Dunivent. Each year, family, friends, and co-workers, volunteer at Trusted World to honor Gwen. Due to COVID-19, volunteering in person this year was not possible. Jessica set up a fundraising page benefiting Trusted World so that we could continue this tradition. This was done voluntarily and not in any official capacity by the Union. Jessica is proud to report that as of the time this report was written, \$2,150.00 was raised in this fundraising effort. Thank you to all who donated. Gwen's memory lives on and there are so many who think of her and miss her every single day. She was a true Warrior Union Woman.</p> <p>Jessica began working on a publication and glass case poster for Women's History Month. Women's History Month takes place each March, and is a celebration of women's contributions to history, culture, and society. Jessica would like to thank Oakland Shop Steward Angie Kilbourne for working on the beautiful poster that will be featured in Flight Attendant Lounges in March.</p>	



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

MARCH 2021 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
<p>CHRC continues to work with the Union Pin vendors on the delay of the Black History Month Pins. TWU International made a request for the Black Lives Matter pin to have wings added. The BLM pin has been re-designed to add wings. CHRC made a Facebook post to support Asian Americans and Pacific Islanders (AAPI) March 21.</p>	

Report From:	CISM
Submitted Report:	
<p>Chairperson Eileen Rodriguez presented a WebEx presentation on Grief and Healing. Chairperson Eileen Rodrigues met with SWAPA on coordinating CISM procedures and the forecast for 2021 CISM Training.</p> <p>The CISM Team responded to a total of 71 Incidents and spoke to 138 Flight Attendants during February, and we lost 5 Flight Attendants. The call volume is increasing with personal calls and family member concerns.</p> <p>Aircraft Incident 2 Crew Member Harassment 1 Crew Member Illness 1 Calls Related to FA Death 3 Death on Board 1 Debriefing - Team Member 3 Diversion 1 FADAP Team Referral 1 FA Death 5 FA Family Members Death 8 FA Illness 2 FA Injury 1 FA Involved in Incident - Off Duty 1 Human Trafficking 1 Illness of Family Member/Caregiver Stress 2 Incident on RON 2 Mechanical 2 Natural Disaster 1 Passenger Medical 8 Passenger Misconduct 8 Personal Issue 15 Suicide Attempt/Intervention 1 Termination/Fact Finding 1 Total 71 FAs Assisted 138</p>	

Report From:	Communications
Submitted Report:	
<p>Communications Committee Report February and March 2021</p> <ul style="list-style-type: none">• Worked on daily projects and publications involving multiple committees, bases, and general Union communications (routine and urgent); in specific distribution groups and in systemwide communications (e.g. Negotiating Committee, E-Connections, COPE, Health and Safety, CHRC, etc.• Continued AFL-CIO union communicator Communications Department briefs• 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. <p>Please submit your article ideas and photos to communications@twu556.org.</p>	

Report From:	COPE
Submitted Report:	
<p><u>Committee on Political Education Report</u></p> <p>February 2021</p> <p>TWU State Conferences that TWU 556 Chair and Co-Chair and Participated in for the month of December:</p> <ul style="list-style-type: none"> • California • Florida • District of Columbia/Maryland/Virginia • Nevada/Colorado • Ohio • Texas <p>TWU 556 COPE Committee is working on a plan to present for the next administration.</p> <ul style="list-style-type: none"> • Building Affiliated AFL – CIO Delegates List • Building Affiliated Central Labor Council Delegates List • COPE Structure Strategy <p>AFL-CIO & CLC Affiliates</p> <ul style="list-style-type: none"> • Arizona State AFL-CIO • California Labor Fed • Alameda County CLC • Colorado State Labor Council • Chicago Federation of Labor • Florida & Central Florida AFL-CIO • Dallas AFL-CIO • Texas AFL-CIO • Maryland State AFL-CIO • Metropolitan Baltimore AFL-CIO • Nevada State AFL-CIO • Southern Nevada CNT’L Labor Council • Atlanta Labor Council • Georgia State AFL-CIO • Los Angeles City Federation of Labor AFL-CIO <p>TWU COPE Committee sent to the membership communications on March 3rd and March 10th.</p>	

TWU 556 COPE Committee continued to work with TWU International and other labor organizations to advocate for additional rounds of COVID relief. The US Senate passed its version the American Rescue Plan on Saturday, March 6th, and the House version passed with the final vote today. President Biden signed the American Rescue Plan making it law. The American Rescue Plan extends the Payroll Support Program (PSP) securing job and healthcare for all aviation workers through September 30, 2021. TWU Local 556 COPE Committee definitely feel this is a step in the right direction to avoid any future furlough or concessions conversation.

TWU 556 COPE Committee would like to thank TWU International, all labor organizations and each individual who called, tweeted or email their Congressional Representatives to make this crucial legislation a priority for our industry.

Elections in 2021:

New Jersey

- Governor
- State Legislature
 - General Assembly
 - State Senate

Virginia

- Governor
- Lieutenant Governor
- Attorney General
- State Legislature
 - House of Delegates

Mayor Election of Cities SWA Serves

Albany NY
Albuquerque NM
Atlanta GA
Birmingham AL
Buffalo NY
Charlotte NC
Cleveland OH
Detroit MI
Miami FL
Minneapolis MN
New Orleans LA
Omaha NE
Pittsburgh PA
San Antonio TX

Report From:	Education
Submitted Report:	
<p>Amanda continues to add and remove members to/from the Official TWU Local 556 Facebook Group, ensuring the Members of the Group are Southwest Flight Attendants. The Official Group has 8,173 Members.</p> <p>Amanda created three Facebook Lives in February: "Let's talk about DRT, SDRT, AN-DRT" (2,946 people reached) discussing the language from Article 10 and the AN-DRT LOA from 2020. "Let's talk about this major winter weather event...." (3,455 people reached) discussing the Texas weather event in February. And a joint Facebook Live with Scheduling Committee Chairperson, Xander Ricker, discussing the role of the the TWU Local 556 Scheduling Committee. Due to technical difficulties, the Live about the Scheduling Committee ended up being over three Lives. The first portion reached 1,796 people. The Education Committee answered questions posed on the Lives, those that were sent via direct message and e-mail.</p> <p>In addition to Lives, Amanda made posts to the Official TWU Local 556 Facebook Group about Valentine's Day being a PIN Black Out Date and where to find hotel information on trip sheets during Irregular Ops.</p> <p>The Education Committee also sent an e-mail blast to the Membership during the Texas weather event. She responded to Member e-mails, phone calls and texts throughout the week. A Basics of Fatigue was also completed and uploaded to the TWU Local 556 Website.</p> <p>Amanda also worked with Contract Coordinator, Brandon Hillhouse, on an issue regarding APSB order of assignment, as well as alerting him to some inaccurate pay issues with the changing of Q to P, affecting DHR RIG.</p> <p>A Contract 101 regarding AN-DRT is in the final stages of editing, as well as some additional Contract Education pieces.</p>	

Report From:	FADAP
Submitted Report:	
<p>Tom, Natalie, Greer and MacArthur had a meeting on Feb 1st Co-chairs had meeting with Tom Crabtree to discuss yearly goals on Feb 2nd Tom Spillers hosted first Base Coordinator meeting on Feb 8th The Base Coordinators have been asked to do the online training that will be presented to all new team members Beth Kepple chaired the wings of sobriety meeting Feb 21st Natalie hosted the second Base Coordinator meeting on Feb 22nd Natalie, Tom and some of the team attended the WebEx "Dealing with Healing" on Feb 25th The Co-chairs continued the weekly Peer Assistance Team meetings All FADAP Team Members were asked to sign a recommitment form as well as confidentiality agreement</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>March 2021 Grievance Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u></p> <p><i>255 total grievances:</i></p> <p><i>20 terminations</i> <i>37 group grievances</i> <i>40 non-term disciplinary</i> <i>77 Attendance</i> <i>81 individual contract</i></p> <p><i>Total Contract Grievances on file: 118</i> <i>Total Discipline Grievances on file: 137</i></p> <p><u>Settled and Withdrawn Report:</u></p> <p>Thirteen grievances were settled; of those zero were settled at the Step 2 level, seven while preparing for Executive Board review, one at the SWA Preliminary decision stage, and five at a grievance meeting. Twenty grievances were withdrawn without prejudice. One Member released the Union. Two grievances expired. One arbitration award for the Company.</p> <p>Of the seventy-seven Attendance grievances, thirty-one are No-Shows, five Unable to Contact, twenty-one Failure to Report, six Sick Leave 1, one SLA, one Sick Leave Training, one MBL, and eleven No-Show Training.</p> <p>The forty non-term disciplinary grievances consist of: nineteen written warnings, one final written warning, fifteen thirty-day suspensions, one fifteen-day suspension, two six-day suspensions, one three-day suspensions, and one under the “other” category.</p> <p><u>Fact-Finding Meetings:</u></p> <p>Twenty-three fact-finding meetings were held in the bases, in February 2021.</p> <p><u>Chat Apps</u></p> <p>996 chat app messages received the month of February.</p> <p><u>Board of Adjustments:</u></p> <p>FA scheduled February 25, 2021. <i>Settled.</i> FA scheduled March 30, 2021. <i>Settled.</i></p> <p><u>Arbitration Schedule:</u></p>	

FA-Day one held 11.12.19. Day two held 2.14.20. Day three 7.21.20. *Briefs submitted. Arbitrator Issue being discussed with the Company.*

Group Grievance- September 29-30, 2020 arbitration. *Company Award.*

FA-December 9, 2020-arbitration held. *Company Award.*

Group Grievance-*Slated. In Settlement talks.*

FA-Scheduled February 22, 2021. *Briefs being submitted.*

FA-Scheduled April 20, 2021.

FA-Scheduled March 3, 2021. *Settled.*

Group Grievance-Scheduled March 5, 2021. *Preparing Briefs.*

FA-Scheduled March 19, 2021. *Extension Granted.*

FA-Scheduled March 26, 2021. *Settled.*

FA-Scheduled April 1, 2021. *Settled.*

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 his own to a BOA for Termination: 3.0.0.

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

Flight Attendant released TWU Local 556 and is proceeding on her own to arbitration for Termination: Class 1.8 Pos Alcohol/Drug test. *Scheduled for March 9, 2021. Settled.*

Upcoming Grievance Meeting: The Union and Management have a video-conference call scheduled March 30, 2021.

Report From:	Health
Submitted Report:	
<p>Health ReportMarch Executive Board Meeting</p> <p><u>ASAP</u></p> <p>We have received 12,433 reports over the life of the ASAP program, with 155 of these being YTD. We continue to meet weekly and other than reports with a continuing investigation, we are able to stay current on reports submitted into the program.</p> <p><u>Health/Safety Updates</u></p> <ul style="list-style-type: none"> • The calls/emails have increased from our Members regarding the vaccinations and their ability to receive them. We continue to push Management to partnership with either the insurance company or CVS to have the vaccines easily available for our Members. • Please refer to the Safety report for a listing of vaccination sites to be shared with Members in your respective bases. • Health and Safety continue to meet with Inflight Management on a weekly basis. • The Federally Mandated Mask Exemption has gone into effect. The exemption has many layers of complexity that the passenger will have to meet. All of the requirements were published in a recent RBF. • March 1stthe new ESAN policy (no emotional support animals on the aircraft) went into effect – we have not received any phone calls or emails with Members encountering difficulty. • Graphical data on OSHA and Non-OSHA recordable is available in the Safety Team Report; injury rate and severity is down. • If you receive calls from Members that have had mask non-compliance or passenger misconduct, please encourage them to complete an IR. IR's are what initiate the FAA investigation into the issue. They cannot open an investigation without an IR. <p><u>Covid-19</u></p> <p>The COVID taskforce traffic remains constant with emails and phone calls. Following are the main topics of the calls and emails:</p> <ul style="list-style-type: none"> • The procedures Management is using for exposure pulls still changes on a daily basis – this is extremely frustrating for our Members that have had multiple work exposures that don't understand why they are being treated differently now 	

- The CTF continues to ask all of our Members to write LINK reports with their concerns to Management. Management is data driven and if they do not get documentation from our Members they do not feel there are any issues when we bring our concerns forward; they will say “we haven’t heard that” and will not take any action.
- Management has started asking Members if they have been vaccinated during notification phone calls to determine if they meet CDC guidelines for an exposure pull.
- Another win for TWU Local 556 – we have been pushing to have the International 10-day quarantine stopped since negative COVID tests are required to return to the States. This quarantine is no longer required.
- The CTF continues to compile names for individual and group grievances

Event Notification System

- We continue to receive and act on Event Notification System (ENS) emails.
 - 2021 TYD 1061
 - 2020 3182
 - 2019 4261
 - 2018 2462
 - 2017 2371
 - 2016 2887
 - 2015 2843
 - 2014 2119
 - 2013 1138*
 - 2011 1609
 - 2010 1413
 - **ENS tracking and trending was suspended May 2012 – June 2013*

Upcoming Meetings:

ASAP ERC: Weekly Meetings with a day of preparation and follow-up
 HASC - monthly meeting
 Health and Safety Round-Up – Weekly conference Inflight
 Management
 MAX 800 Return to Flying
 Executive Board Meeting Update
 Aircraft Cabin Air Conference
 FAA Calls With Members on Passenger Misconduct

Report From:	LODO
Submitted Report:	
See attached report	

Report From:	Professional Standards
Submitted Report:	
<p align="center">Professional Standards Activity Report For February 2021</p>	
Company Policy	2
CRM	6
I.R. Filed	1
Internal Peer Support	4
Pilot Issue	5
Unprofessional Behavior	1
Withdrawn	3
Total	22
Positive Resolution	16
Unresolved	06
Source:	
Phone	16
TWU Website	03
Pilot	01
Referral	02
Case Work Team Hours	30.5
<p>*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.</p>	

Base Information

ATL	3
AUS	2
DAL	1
DEN	3
FLL	1
HOU	3
LAS	2
LAX	1
MDW	5
OAK	1

Report From:	Safety																		
Submitted Report:																			
<p style="text-align: center;">Safety Team Report</p> <p style="text-align: center;">Michael Massoni – Operational Safety Chairperson</p> <p style="text-align: center;"><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></p> <p>To: TWU Local 556 Executive Board CC: Thom McDaniel Date: March 20, 2021 Re: March 2021 EB Safety Team Report</p> <p>Currently the Safety Team has the following open and/or resolved action items:</p> <p>Aviation Safety Action Program (ASAP) – Reports in queue for ERC Review - 17</p> <table> <tr> <td>ASAP Reports received 2021 Year-to-Date:</td> <td>155</td> </tr> <tr> <td>Accepted Reports Year-to-Date:</td> <td>131</td> </tr> <tr> <td>Excluded Reports to date:</td> <td>7</td> </tr> <tr> <td>Open Reports:</td> <td>17</td> </tr> <tr> <td>Total Reports Received in 2020</td> <td>1336</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>12433</td> </tr> </table> <p>Southwest Airlines Event Notification System (ENS)</p> <p>Fielded Events for Period: 2/12/21 through 3/20/21 = 588 Emergencies Declared for Period = 16</p> <p>2021 Year-to-Date = 1061 All of 2020 = 3182 All of 2019 = 4261 All of 2018 = 2462 All of 2017 = 2371 All of 2016 = 2887 All of 2015 = 2843</p>		ASAP Reports received 2021 Year-to-Date:	155	Accepted Reports Year-to-Date:	131	Excluded Reports to date:	7	Open Reports:	17	Total Reports Received in 2020	1336	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	12433
ASAP Reports received 2021 Year-to-Date:	155																		
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Total Reports Received in 2017	947																		
Total Reports Received over the Life of Program	12433																		

All of 2014 = 2119
All of 2013 = 1138*
All of 2011 = 1609
All of 2010 = 1413

*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

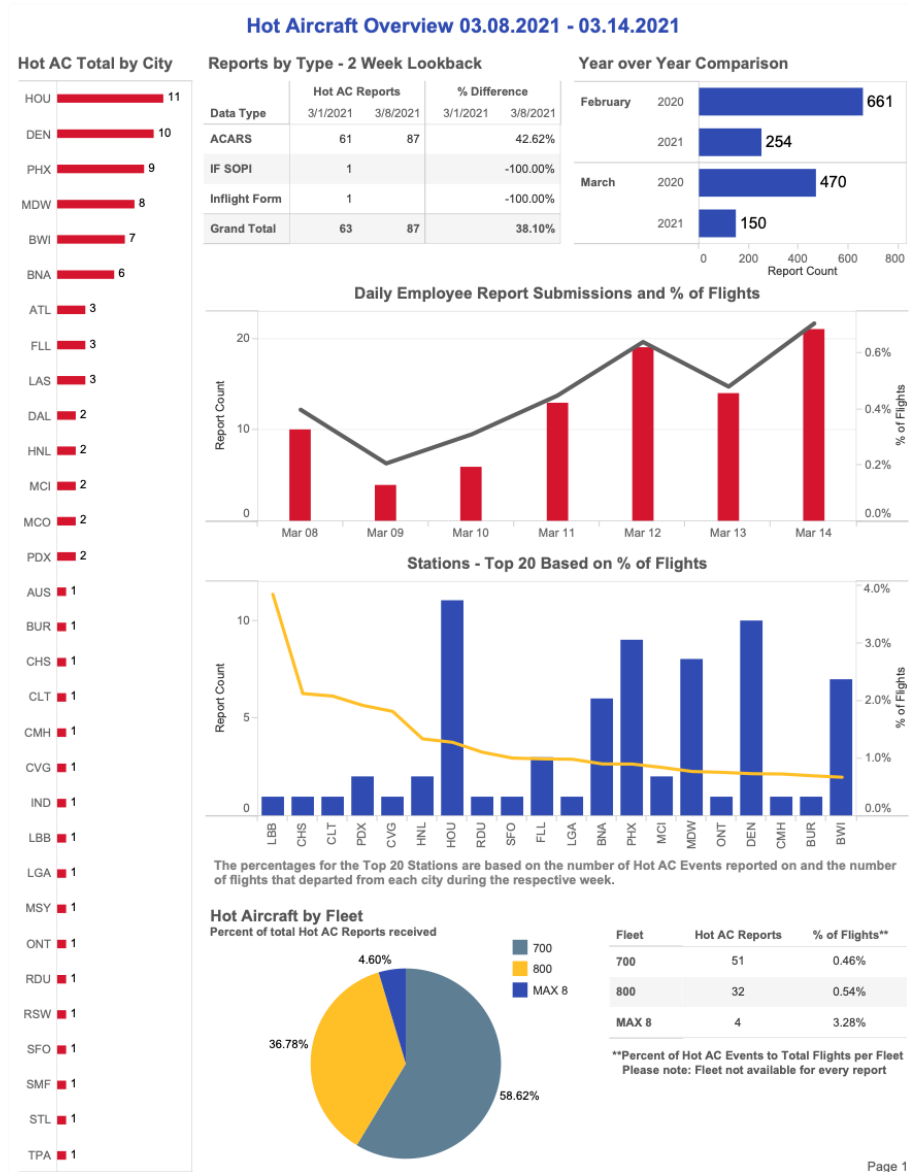
Reports Received for Period: 2/12/21 through 3/20/21 = 16
Open Reports = 7

Date of Call	Base	Recommendation	Base Recommendation	Base Final
03-15-2021	DAL			
03-05-2021	DEN			
03-14-2021	MDW			
03-16-2021	LAS			
03-14-2021	HOU			
03-16-2021	DEN			
03-15-2021	DAL			
	MDW		No Decision Necessary - Informational	
only				
02-16-2021	MDW		Paid - Operational	
Cause	Accepts		Paid - Operational Cause	
02-16-2021	DEN		Non Paid - No Crew Member Report Accepts	
			Non Paid - No Crew Member Report	
02-14-2021	MCO		Paid - Operational	
Cause	Accepts		Paid - Operational Cause	
02-16-2021	BWI		Paid - Operational	
Cause	Accepts		Paid - Operational Cause	
02-16-2021	BWI		Paid - Operational	
Cause	Accepts		Paid - Operational Cause	
02-16-2021	MDW		Paid - Operational	
Cause	Accepts		Paid - Operational Cause	
02-16-2021	MDW		Paid - Operational	
Cause	Accepts		Paid - Operational Cause	
02-19-2021	DEN		Paid - Operational	
Cause	Accepts		Non Paid - Operational Cause	
Fatigue Reports received 2021 Year-to-Date:				27
Paid – Operational Causation Year-to-Date:				6
Non-Paid – Operational Causation Year-to-Date:				1
Non-Paid – Non-Operational Causation Year-to-Date:				3

Non-Paid – No Crew Member Report Year-to-Date: 1
 No Decision Necessary - Informational Only Year-to-Date: 7
 Fatigue Reports received all of 2020: 45
 Fatigue Reports received for the life of the program: 72

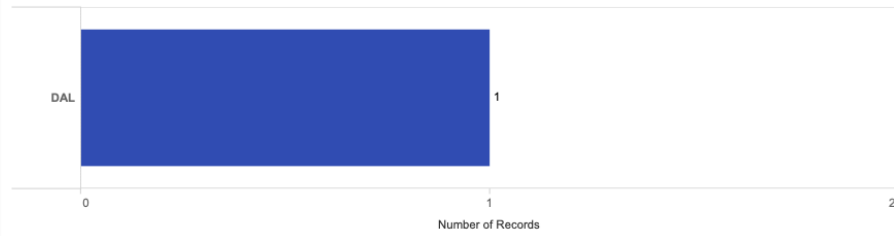
Hot Aircraft Event Reporting

Hot Aircraft Reporting Overview 08MAR21-14MAR21:



Customer Hot AC Complaints for the week of 03/08/21 to 03/14/21

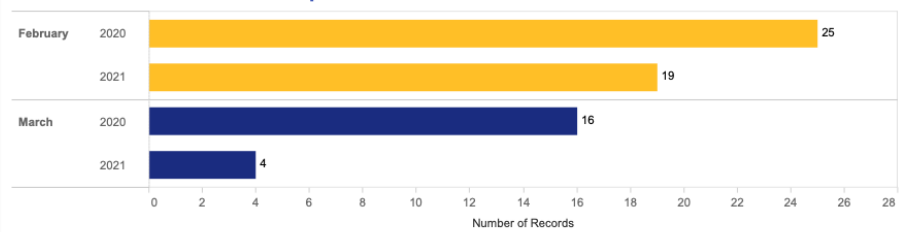
Pax Complaints by Originating City



Pax Complaints by day

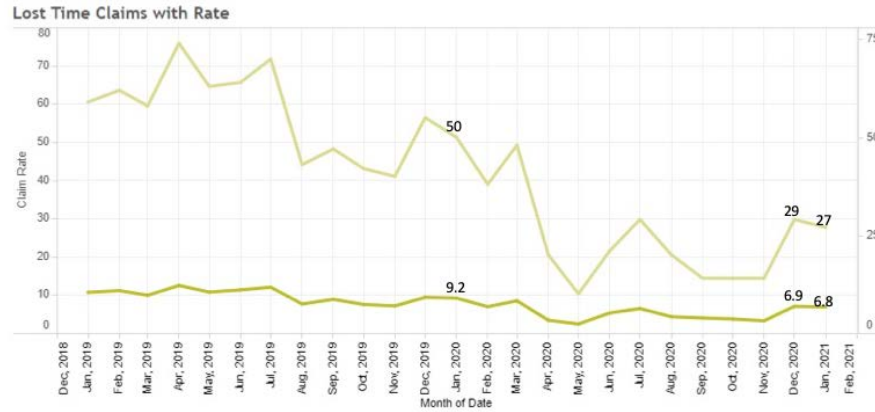


Year over Year Customer Complaints

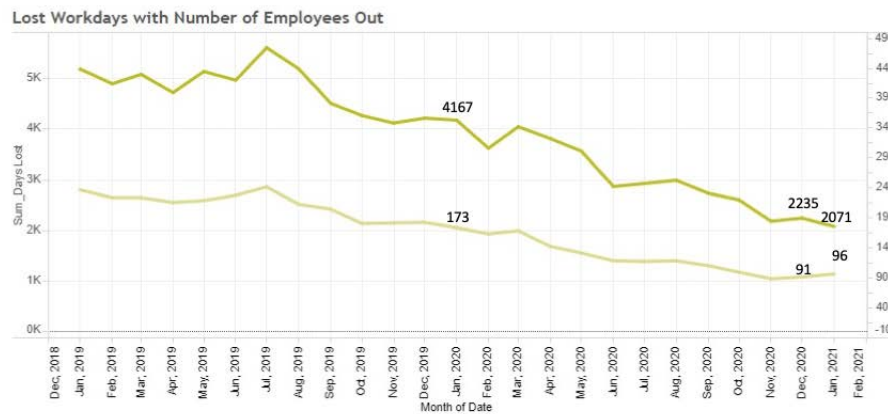


Current Occupational Injury Data:

LTCR



Lost Workdays



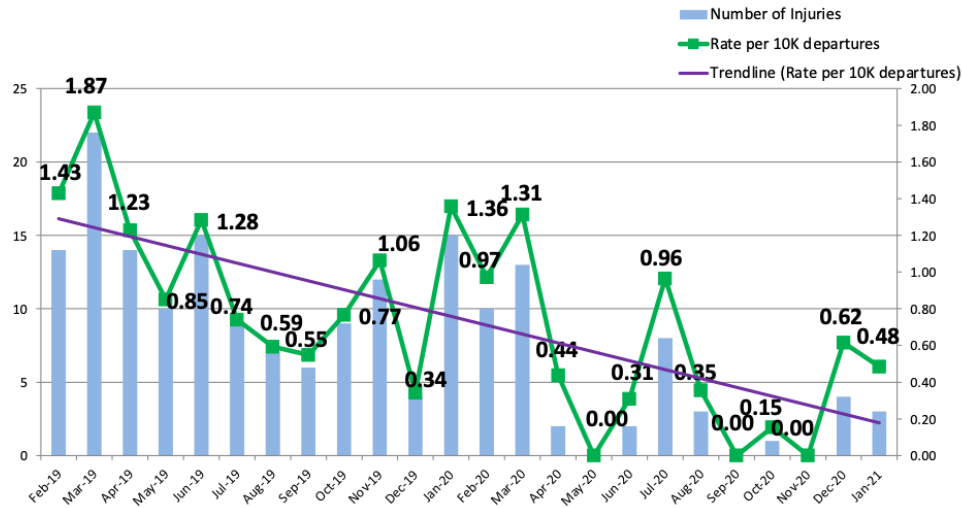
OSHA Recordable (Inflight)

	Date_of_Loss__c / OSHA Recordable					
	2019		2020		2021	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	86	59	85	52	43	43
February	81	71	77	39		
March	82	71	100	33		
April	79	69	29	11		
May	89	61	8	9		
June	80	80	42	21		
July	83	68	39	48		
August	66	46	35	26		
September	74	50	31	18		
October	83	44	27	16		
November	73	47	32	33		
December	69	52	31	48		

Cause (Inflight-Top 10)

Cause General	2019	2020	2021
Struck by/Against	408	173	12
Other	301	171	13
Slip/Trip/Fall	267	129	20
Carrying/Lifting	162	66	7
Pushing/Pulling	104	49	3
Collision	47	27	
Contact with object	42	29	1
Caught In/Between	46	15	
Cut/Puncture	25	18	
Repetitive Motion	10	3	

Flight Attendant Turbulence Injuries



OSHA 300 Log Email Distribution to DEBM's Completed

Open Discussion Items:

Latest SWA COVID-19 Vaccine Resources

Our COVID-19 Vaccine Team continues to work to remove barriers to make it easier for our Employees to receive the COVID-19 vaccination. Our Governmental Affairs, Safety and Security, and Airport Affairs Teams are working with airports, states, and city and county authorities regarding prioritization and onsite points of distribution. Below are a few examples of locations where they have been able to help partner with authorities to get our Employees vaccines:

- The Denver Airport Authority worked with the Colorado Department of Health to get vaccines and has hosted events to vaccinate airport and airline employees based on the state priority levels.
- In Hawaii, state and local hospitals and clinics have had vaccination events for airport and airline employees.
- The Chicago Airport Authority has set up a vaccination site for airport and airline Employees at O'Hare airport for Midway and O'Hare employees. Midway will also open an onsite clinic in the near future.
- The state of Missouri has prioritized airline workers who are now able to go to any vaccine site in Missouri to receive a vaccination.
- In cooperation with the Virginia Department of Health, many Southwest Employees have already received the vaccine in Norfolk (ORF).
- Los Angeles County just announced they will include airport workers in their current priority.

- The state of Minnesota recently moved to the phase of eligibility which includes airline employees, and the Metropolitan Airports Commission will be operating a point of distribution for aviation workers.
- There active plans in the works in Phoenix and Detroit for onsite clinics, and more information will be provided in those locations very soon.

This is **not** an exhaustive list. Also, please remember that some of these opportunities are open to all airline employees, and we must follow all state, county, and city priority levels—which we do not control.

Whether you live in a base city or commute, our COVID-19 Vaccine Team is working closely with local Leaders to notify Employees as these opportunities arise. Please keep a close eye on your Company email, as that will be how Leaders will notify you of specific vaccine opportunities in your city or base. If you have not received notification of a vaccination opportunity, please tap on the state information link below to check on vaccine availability in your area.

The COVID-19 Vaccine Team is also currently working with partners such as CVS, UHC, Optum Serve, Walgreens, and Concentra to research opportunities to receive the vaccine for Southwest Airlines. You're also encouraged to check with your health care provider and local pharmacy to find out if the vaccine is available and if you are eligible.

Other important information and resources:

- There is still no cost for COVID-19 vaccinations, so if you are being charged, it is likely a scam.
- Things continue to change rapidly, so check [state information](#) often for vaccine availability and eligibility.
- The CDC's [vaccine finder](#) site also provides a list of the retail pharmacies in each state that will be receiving vaccine through the Federal Retail Pharmacy Program.
- Check out United Healthcare's clinical study, [What to Know About COVID-19 Vaccines](#)
- The COVID-19 links and resources in this post (and much more!) can be found here: [SWALife >Important Resources >COVID-19 and Vaccine Information](#).

Be sure to check SWALife for more updates, check your Company email, and check out the links above for the latest information.

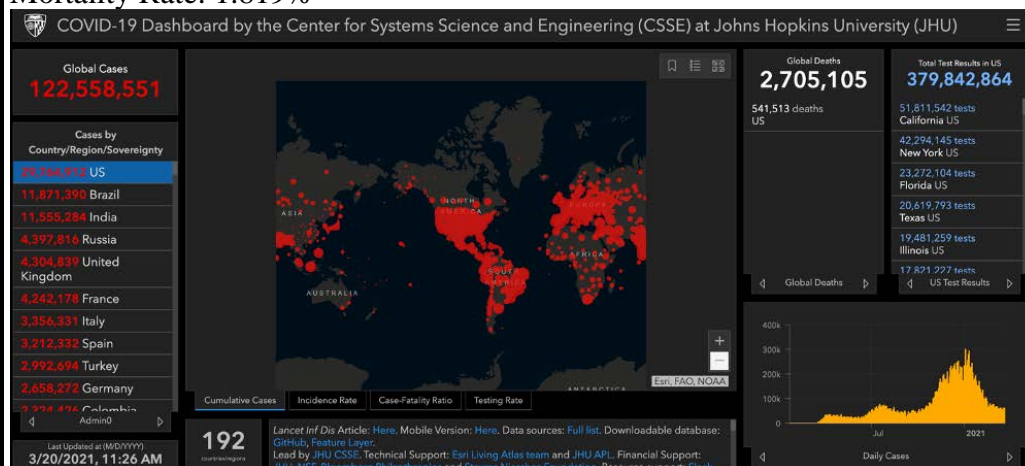
Max RTS Update

- There are currently 32 Max 8 aircraft revenue ready
- 13 of our original 34 Max's are still in Victorville
- 2 will be moved out of Victorville this weekend and 1 next week and readied for revenue service
- 200 readiness flights have been completed to date with no operational safety concerns being reported
- To date we have had over 22,000 passengers fly on the Max with only 2 customers requesting to be switched to an NG, and we had a hand full of customers call to express concerns

- ## Security Update

- ## Coronavirus Update:

Mortality Rate: 1.819%



Scheduled and Standing Meetings:

March 24, 2021 @ 1410hrs CDT – EB Health and Safety Briefing
Teleconference

March 29, 2021 – Health and Safety Coordination (HASC) Teleconference with Inflight Safety and Regulatory Compliance

Report From:	Satellite Base
Submitted Report:	
<p>Executive Board Satellite Base Test Report – January & February 2021 March 10, 2021 Weekly Ops Call/Satellite Base Update In Attendance TWU 556: Xander Ricker, Denny Sebesta, Liz Howayeck, Gayle Middleton, & Brandon Hillhouse Company: Lindy Johnston, Dan Kusek, Mike Sims, & Meggan Jones Summary:</p> <ul style="list-style-type: none"> • The Company updated the Union on statistics for Satellite Base sick days, average days flown and reschedules (see attached slide deck). • Sick calls and reschedules in AUS were up a little but we had that winter storm where AUS was heavily affected, so that had an impact. • There was a drop in February 2021 for average days flown from prior years for all bases and Satellite Base flying was consistent with that. • Average days flown YTD is also lower overall due to less flying available. • The Union continually checks in with the Company to see if they have begun discussions about opening more Satellite Bases. They have assured us that there have not been any discussions about it at this point. While we'll be at 3,000 flights/day, it is still far below our 4,000 flights/day, and our Customer demand is much below where it would need to be. Once those go back up, they will look at it again. 	

Report From:	Scheduling
Submitted Report:	
<p><i>The number of line positions that a Flight Attendant could be awarded for the month of April increased by 782 line positions, from 7,916 positions in March to 8,698 in April. The Scheduling Committee left 8 positions in open time for the month of April, in comparison 149 were left in March.</i></p> <p><i>The Committee for the month of April wrote an average of 77% 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 4.97%. 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 line paid 84.6 TFP average work days were 12.42. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i></p> <p><i>The AUS Satellite base had an average of 15.38% pure lines, 9.89% weekend off and 56.04% lines containing 3-on/off or 48-hour breaks. The average lines paid 84.35 tfps.</i></p> <p><i>The FLL Satellite base had an average of 36.84% pure lines, 14.74% weekend off and 35.79% lines containing 3-on/off or 48-hour breaks. The average line paid 86.29 tfps.</i></p> <p><i>The Line Writers for April Primaries were: Lisa Trafton, Shelley Taylor, Sheri Tyler, and Xander Ricker.</i></p> <p><i>The Line Writers for April Secondary Lines were: Sheri Tyler, Rebekah Knox, Doreen Argyropoulos and Xander Ricker .</i></p> <p><i>The Scheduling Committee also met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i></p>	

Report From:	Scholarship
Submitted Report:	
<p>TWU International is currently accepting applications for the Michael J. Quill Scholarship Fund. All applications must be postmarked by April 26, 2021 in order to be accepted.</p> <p>Jessica submitted a publication to the Communications Committee on March 17 announcing scholarships offered by Local 556. It is scheduled to go out on Monday, March 22. There are currently four scholarships available to our Members. The Madeleine Howard Scholarship and the Robert "Trebor" McDowell-Akins Scholarship are available to TWU Local 556 Members and their immediate family members. The Paul Gaynor Scholarship and the Gwen York Scholarship are available to TWU Local 556 Members only. The deadline to submit applications is May 30, 2021 and awards will be announced no later than July 20, 2021. The decision was made to move the deadline for scholarship applications and announcing scholarship winners up by one month. Announcing and funding scholarships so close to the beginning of the fall semester can create funding issues for students. Moving everything up by one month should alleviate stress for students who have been awarded a scholarship. With a new Executive Board taking office on May 1, and new Committee Chairpersons appointed soon thereafter, Jessica is willing and available to assist the new Scholarship Committee Chairperson in any way requested or needed.</p>	

Report From:	Shop Steward
Submitted Report:	
<p>March Shop Steward Committee Report 2020_</p> <p><u>Newsletter</u> February Newsletter emailed on 3/2/21</p> <p>Topics</p> <ul style="list-style-type: none"> • SWA CSS Codes <p><u>Handled Shop Steward questions/concerns</u></p> <ul style="list-style-type: none"> • Addressed Shop Steward issues 	

Report From:	Survey
Submitted Report:	
<p>VeAnne reports she assisted the Negotiating Team with a survey.</p>	

Report From:	Uniform
Submitted Report:	
<p>*Allotment issues: Members coming back online from medical leaves have had problems getting pieces. They must contact their base leaders to order while on leave. A handful of those on ExTO have been affected but was resolved.</p> <p>*Cintas website had a glitch allowing some Members to order Luggage and pay for it with their allotment. Cintas and SWA were notified. The glitch resulted when Cintas added luggage to our uniform page to be bought with a Credit Card and it bled over into the allotment area. After much discussion with this Committee, Management, unfortunately, made the decision to notify and cancel the orders of those affected.</p> <p>*Booties vs Midcalf boot. A member was informed during a gate check that her "booties" were too tall to be the approved item. A bootie is allowed but mid-calf is not. However, there is no verbiage in the appearance standards as to what distinguishes a "bootie" vs. a "mid-calf". I have been having discussions with Jamie Dotson and Tammi Feuling (who is replacing Jamie as the Core Uniform Inflight Contact). Management was going to leave it up to the base leadership to determine it on a case-by-case situation. This Committee demanded the description put in writing to keep consistency through the bases. We are working on adding the description to the ATW appearance standards as soon as possible.</p> <p>*Female pants have been on backorder for weeks and the shipping date is mid-June. This is unacceptable as we are still in the cold months in a lot of our cities. As of this report, I have still not received any communication from Cintas regarding this issue.</p> <p>*Alternative off-the-rack pieces seem to be out of stock or discontinued shortly after their links are sent to Members to order. Members have been frustrated trying to order OTR items as a result. Some feel they are being unfairly treated by base leaders who have to order the pieces for them. I am re-addressing the promise management made regarding harassment of our members in the Alt Uniform.</p>	

Report From:	WISE
Submitted Report:	
<p>Each March is designated as Women's History Month. Women's History Month is a dedicated month to reflect on the often-overlooked contributions of women throughout our history. The Women's Issues Service and Education (WISE) Committee published an article on March 1 to celebrate Women's History Month. Jessica worked with Oakland Shop Steward Angie Kilbourne on a graphic for social media and to be posted in the glass cases in domiciles. Jessica would like to thank Angie for her hard work on this project and for always delivering a professional and beautiful final product.</p>	



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TWU LOCAL 556

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APRIL 2021 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
The Civil and Human Rights Committee has nothing new to report.	

Report From:	CISM
Submitted Report:	
<p>The CISM Team handled a total of 94 Incidents and spoke to 207 Flight Attendants during the month of March 2020. Below is a list of the type of Incidents we handled.</p> <p>Aborted Takeoff/Landing 1 Assault 1 Crew Member Harassment 2 Debriefing - Team Member 3 FA Death of Family Member 2 FA Illness 1 FA Involved in Incident - Off Duty 2 Fear of Flying 1 Human Trafficking 2 Illness of Family Member/Caregiver Stress 1 Incident on RON 2 Mask - non-compliance 11 Mechanical 4 Natural Disaster 1 Other 2 Passenger Medical 23 Passenger Misconduct 13 Personal Issue 20 Sexual Harassment or Assault 1 Turbulence 1 Total 94 Total FAs Assisted 207</p>	

Report From:	Communications
Submitted Report:	
<p>Daily Communications Committee Report April 2021</p> <ul style="list-style-type: none">• Worked on daily projects and publications involving multiple committees, bases, and general Union communications (routine and urgent); in specific distribution groups and in systemwide communications (e.g. Negotiating Committee, President, E-Connections, etc.)• Continued AFL-CIO union communicator Communications Department briefs• Collaborated on projects with the Negotiating Committee for videos and campaigns• 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. <p>Please submit your article ideas and photos to communications@twu556.org.</p>	

Report From:	COPE
Submitted Report:	
<p><u>Committee on Political Education Report</u></p> <p>March 2021</p> <p>TWU State Conferences that TWU 556 Chair and Co-Chair and Participated in for the month of December:</p> <ul style="list-style-type: none"> • California • Florida • District of Columbia/Maryland/Virginia • Nevada/Colorado • Ohio • Texas <p>TWU 556 COPE Committee is working on a plan to present for the next administration.</p> <ul style="list-style-type: none"> • Building Affiliated AFL – CIO Delegates List • Building Affiliated Central Labor Council Delegates List • COPE Structure Strategy <p>AFL-CIO & CLC Affiliates</p> <ul style="list-style-type: none"> • Arizona State AFL-CIO • California Labor Fed • Alameda County CLC • Colorado State Labor Council • Chicago Federation of Labor • Florida & Central Florida AFL-CIO • Dallas AFL-CIO • Texas AFL-CIO • Maryland State AFL-CIO • Metropolitan Baltimore AFL-CIO • Nevada State AFL-CIO • Southern Nevada CNT'L Labor Council • Atlanta Labor Council • Georgia State AFL-CIO • Los Angeles City Federation of Labor AFL-CIO <p>TWU 556 COPE Committee continues to work with TWU International on the union's Legislative priorities for 2021 and the 117th Congress.</p> <ul style="list-style-type: none"> • The Moving Forward Act • The Protecting the Right to Organize (PRO) Act • Public Service Freedom to Negotiate Act • Aviation Funding and Stability Act 	

Report From:	Education
Submitted Report:	
<p>Amanda continues to add and remove members to/from the Official TWU Local 556 Facebook Group, ensuring the Members of the Group are Southwest Flight Attendants. The Official Group has 8,155 Members.</p> <p>Amanda created one Facebook Live in March: "Let's Talk about JA and Reserve Sick" (6,586 people reached) discussing the language from Article 9.2 and Article 11.14.A to address Member questions and concerns regarding the RBF that was sent out. She responded to Member comments, texts, e-mails and phone calls regarding the Facebook Live, RBF as well as other Member questions and concerns.</p> <p>In addition to the Live, the Education Committee also created an e-mail blast to cover Article 9.2 and Article 11.14.A, working with Contract Coordinator, Brandon Hillhouse to ensure accuracy and clarity to contract language.</p> <p>Amanda requested the AN-DRT to be uploaded to the www.twu556.org website in order for the Contract 101 to reflect an accurate place to find the LOA. The 101 is complete and will be sent to the Membership when appropriate.</p>	

Report From:	FADAP
Submitted Report:	
<p>Natalie had meeting with Tom Crabtree March 2nd Tom Spillers and Natalie Salser and Tom Crabtree attended the FADAP Advisory board meeting March 4th Tom Spillers and Natalie Salser and some of the rest of the team attended the "Dealing with Healing" webinar presented the CISM Chair Eileen Rodriguez and EAP Amy Swetnam March 8th The FADAP Team attended a virtual site visit and zoom meeting with Recovery Ways Treatment Center March 18th Tom Spillers chaired a Base coordinator meeting March 22nd Tom Spillers attended the Town Hall meeting March 24th Beth Kepple Chaired a "Wings of Sobriety" meeting March 28th FADAP Team Members Natalie Salser, Dana Mullens, Elizabeth Alexander, Kristin Bull, and members of other airlines started the first Flight Attendant ALANON meeting March 31th</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>April 2021 Grievance Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u></p> <p><i>322 total grievances:</i></p> <p>20 terminations 39 group grievances 39 non-term disciplinary 103 Attendance 121 individual contract</p> <p><i>Total Contract Grievances on file: 160</i> <i>Total Discipline Grievances on file: 162</i></p> <p><u>Settled and Withdrawn Report:</u></p> <p>Twenty-seven grievances were settled; of those seven were settled at the Step 2 level, seven while preparing for Executive Board review, nine at the SWA Preliminary decision stage, and four at a grievance meeting. Twenty-nine grievances were withdrawn without prejudice and one grievance expired.</p> <p>Of the one hundred and three Attendance grievances, thirty-nine are No-Shows, five Unable to Contact, thirty-three Failure to Report, eleven Sick Leave 1, one SLA, one SL, one Sick Leave Training, two MBL, and ten No-Show Training.</p> <p>The thirty-nine non-term disciplinary grievances consist of: twenty written warnings, three final written warning, eleven thirty-day suspensions, one fifteen-day suspension, two six-day suspensions, one three-day suspension, and one under the “other” category.</p> <p><u>Fact-Finding Meetings:</u></p> <p>Forty-two fact-finding meetings were held in the bases, in March 2021.</p> <p><u>Chat Apps</u></p> <p>1,235 chat app messages received the month of March.</p> <p><u>Board of Adjustments:</u></p> <p>None scheduled for April 2021.</p> <p><u>Arbitration Schedule:</u></p> <p>FA-Day one held 11.12.19. Day two held 2.14.20. Day three 7.21.20. <i>Settled.</i> Group Grievance-June 11, 2021. FA-Scheduled February 22, 2021. <i>Briefs being submitted.</i></p>	

FA-Re-scheduled for April 20, 2021.

Group Grievance-Scheduled March 5, 2021. *Preparing Briefs.*

FA-Scheduled March 19, 2021. *Extension Granted.*

Arbitration-Proceeding on Their Own:

FA: Termination for Harassment Policy (Sexual Harassment, Discrimination, etc.); Social Media Policy

FA: Termination for Positive Alcohol / Drug Test Meeting

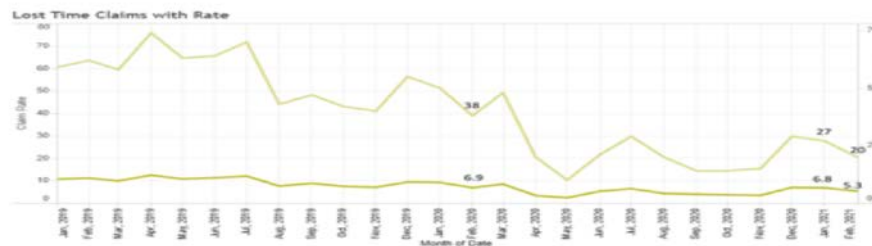
Upcoming Grievance Meeting: The Union and Management have a video-conference call scheduled April 27, 2021.

Report From:	Health
Submitted Report:	
<p>Joint Health and Safety Report- April Executive Board Meeting</p> <p><u>ASAP</u></p> <p>We have received 12,635 reports over the life of the ASAP program. In 2021 YTD we have received 356 reports. We have accepted 260 of these reports, excluded 18 and have 78 open reports. We received more reports in March than we did in January and February combined and the trend seems to be continuing.</p> <p><u>Health/Safety Updates</u></p> <ul style="list-style-type: none"> • The availability of the vaccine has allowed many of our Members to get the vaccine. There are still many Members that do not want the vaccine and are in communication that we should continue fighting for this to be a choice. We assure the Members this is our stance. At this time, there is no indication from Management that the vaccine will be mandatory. This being said though, this could change if individual states or countries start to require vaccines for entry. • Health and Safety continue to meet with Inflight Management on a weekly basis – we are able to discuss the current health and safety issues that affect our Members and the airline in general. • The Federally Mandated Mask Exemption has gone into effect. The exemption has many layers of complexity that the passenger will have to meet. All of the requirements were published in a recent RBF. To date there has only been 1 exemption granted. Most of the requests are dropped by the passengers once they realize all the documentation that is required for the exemption. • The new ESAN policy (no emotional support animals on the aircraft) went into effect – we still have not received any phone calls or emails with Members encountering difficulty. • If you receive calls from Members that have had mask non-compliance or passenger misconduct, please encourage them to complete an IR. IR's are what initiate the FAA investigation into the issue. They cannot open an investigation without an IR. 	

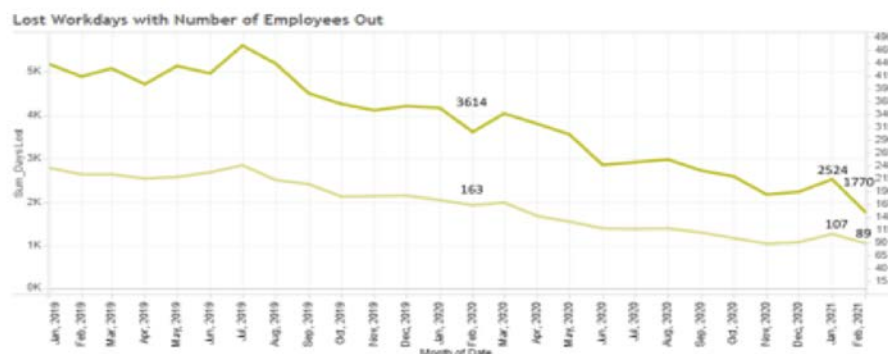
- The FAA has requested information on 690 IR's that were submitted regarding mask non-compliance or customer interference with duties
 - 76 of these reports were closed with no further action
 - 134 reports have not been worked yet
 - 372 reports are open and actively being worked
 - 88 reports meet the criteria for enforcement (but there is not a guarantee there will be enforcement, this is determined at the end of the FAA and TSA's investigation)
 - 20 reports met the criteria and have received some sort of enforcement. Enforcement can range from an administrative letter being sent to the passenger up to a fine.

- Following is the latest graphical injury data:

LTCR



Lost Workdays



OSHA Recordable (Inflight)

	Date of Loss / OSHA Recordable					
	2019		2020		2021	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	86	59	84	52	36	61
February	81	71	77	39	24	16
March	82	71	100	33		
April	79	69	29	11		
May	89	61	8	9		
June	80	80	42	21		
July	83	68	39	48		
August	66	46	35	26		
September	74	50	31	18		
October	83	44	27	16		
November	73	47	32	33		
December	69	52	29	50		

Cause (Inflight-Top 10)

Cause General	2019	2020	2021
Struck by/Against	408	173	16
Other	301	170	17
Slip/Trip/Fall	267	129	37
Carrying/Lifting	162	66	9
Pushing/Pulling	104	49	5
Weather	64	16	
Collision	47	27	
Contact with object	42	29	2
Inhalation	48	19	1
Caught In/Between	46	15	1

Covid-19

The COVID taskforce traffic remains constant with emails and phone calls. Following are the main topics of the calls and emails:

- The procedures Management is using for exposure pulls still changes on a daily basis – this is extremely frustrating for our Members that have had multiple work exposures that don't understand why they are being treated differently now
- If a Member is fully vaccinated Management is not pulling for exposure pulls – this is based on CDC guidance
- We continue to ask all of our Members to write LINK reports and/or IR's with their COVID, Health or Safety concerns to Management.

- Management has started asking Members if they have been vaccinated during notification phone calls to determine if they meet CDC guidelines for an exposure pull.
- Another win for TWU Local 556 – we have been pushing to have the International 10-day quarantine stopped since negative COVID tests are required to return to the States. This quarantine is no longer required.
- The CTF continues to compile names for individual and group grievances

MAX Return to Service Update

Over 900 revenue flights have been flown on the Max aircraft. 91% of our Pilots have completed their training. Only 11 aircraft are left in Victorville to date, so the readiness flights and required Pilot training is coming to a close in the near future.

Event Notification System

- We continue to receive and act on Event Notification System (ENS) emails.
 - 2021 TYD 1061
 - 2020 3182
 - 2019 4261
 - 2018 2462
 - 2017 2371
 - 2016 2887
 - 2015 2843
 - 2014 2119
 - 2013 1138*
 - 2011 1609
 - 2010 1413
 - **ENS tracking and trending was suspended May 2012 – June 2013*

Upcoming Meetings:

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

HASC - monthly meeting

Health and Safety Round-Up – Weekly conference Inflight Management

MAX 800 Return to Flying

Executive Board Meeting Update

Aircraft Cabin Air Conference

FAA Calls With Members on Passenger Misconduct Investigations

Report From:	LODO
Submitted Report:	
<p>April 12, 2021 LODO Subcommittee Report</p> <p>Since the last detailed report from April there has been very little updates with the LODO Program. Attached report are: March and April, Seniority List and Bid Awards.</p> <p>On March 2, 2021, sent Kevin Clark an email with the Dates at the time that our team was not available through June 2021. The company requested to have reoccurring monthly meetings. At the time of this report the Company has not responded with the next meeting date.</p> <p>LODO Update Newsletter was sent to the program participants on March 22, 2021</p> <ol style="list-style-type: none"> 1. April LODO Open Time trading LODO Open Time trading began Thursday 3/18 at 1200 Central Time. There are now 0 total open trips for April and as of right now one BWI for March 23rd. Please keep an eye on LODO Open Time and run the CWA Show LODO Trips report to see open trips if you are interested in picking up or trading for LODO trips. Don't forget if you are trading for a trip in a different base or on a different day, or dropping a Reserve block, you must call Crew Scheduling to process the trade. You may have a buddy call on your behalf, as long as they are on your buddy list. 2. HAV in April Network Planning has advised us that the HAV-TPA route will only operate Saturdays until at least May 5th. Please remember during these unusual times, the HAV flights are subject to governmental restrictions related to COVID-19. These restrictions can change at any time, we do our best with keeping you updated with the most current information. 3. May schedules and beyond We received final schedules for MAY and are in the early stages of building pairings. At this time, we are hoping for SJO to resume this summer. 	

Report From:	Negotiating Committee (NT)
Submitted Report:	
<p><u>February 2021</u></p> <p>Scheduled and Updated Negotiation Meetings to Date</p> <ul style="list-style-type: none"> • Scheduled meeting held February 25 <ul style="list-style-type: none"> o Discussed Article 33, with a large focus on ground commuter issues <p>Negotiating Committee Business</p> <ul style="list-style-type: none"> • NT meetings held for survey development and execution • NT meeting held to analyze survey results • NT meeting to prepare for meeting with SWA • Independent work assignments to prepare for meeting with SWA <p><u>March 2021</u></p> <p>Scheduled and Updated Negotiation Meetings to Date</p> <ul style="list-style-type: none"> • Scheduled meeting held March 31 – April 1 <ul style="list-style-type: none"> o Compared “scorecards” maintained by both parties to see if we were aligned and check for any discrepancies o Engaged in depth discussions about absenteeism rates compared to the rest of the industry and where the needs of the parties conflict or align <p>Negotiating Committee Business</p> <ul style="list-style-type: none"> • NT planning and strategy sessions held on March 3, 15, 16 • NT meeting with PR on March 22 • NT meeting for final preparations for upcoming negotiations session • Independent work assignments to prepare for meeting with SWA <p><u>April 2021</u></p> <p>Scheduled and Updated Negotiation Meeting to Date</p> <ul style="list-style-type: none"> • The parties agreed to reschedule their April meetings to May 25 and 26 <p>Negotiating Committee Business</p> <ul style="list-style-type: none"> • Prepared data for PR team • Independent work assignments to prepare for meeting with SWA <p>Other Negotiating Committee Business</p> <ul style="list-style-type: none"> • Conference Meetings w/ Negotiating Committee & Advisors • Conference Meetings w/PR Firm on campaign development & timelines • Negotiations Survey- February 16 - 21 • Negotiations Update #42 – published February 26 • Negotiations Update #43 – published April 2 	

- Developed plans for upcoming Membership Zoomcasts focusing on industry recovery
- Developed plans for Membership focus groups

The Negotiating Committee would like to thank all of the members of the outgoing Executive Board for your work and dedication to the Membership over the last 3 years.

Report From:	Other																																																																																																								
Submitted Report:																																																																																																									
<p>To: TWU Local 556 Executive Board</p> <p>From: TWU Local 556 Board of Election</p> <p>Date: April 9, 2021</p> <p>Re: Preliminary 2021-2024 Executive Board Report</p> <p>Brothers and Sisters,</p> <p>To begin, this is a preliminary report. We are between a few deadlines detailed in our bylaws and constitution and I expect to have a more detailed report delivered to the Executive Board by April 22, 2021.</p> <p>I've broken down this report in reverse chronological order, starting with protests and ending with pre-balloting work.</p> <p>The Board of Election utilized the services of TrueBallot of Bethesda, MD, during this election. They handled ballot formatting, distribution of ballots, duplicate processing, and the tallying process.</p> <p>Protests</p> <p>Currently, the Board of Election has received two protests regarding our most recent election. Per the election rules, Members have until Friday, April 16, 2021, to submit their protests. The two that we have received require additional investigation in order to consider their merits. We will provide additional information in our final report.</p> <p>Election Analysis</p> <p>Total eligible voters: 15971</p> <p>Total ballots received: 6714</p> <p>Voter participation: 41.71%</p> <p>Ballots returned as undeliverable by the USPS: 143</p> <p>Duplicate ballots requested by and sent to Members: 149</p> <p>Duplicate ballots returned with original ballot (voting twice): 0</p> <p>Challenged ballots (non-Members or non-dues compliant): 35</p> <p>Invalid ballots (received with no stub, signed, etc.): 11</p> <p>Historical Election Data</p> <table border="1"> <thead> <tr> <th></th> <th colspan="3">2012</th> <th></th> <th colspan="3">2015</th> <th></th> <th colspan="3">2018</th> <th></th> </tr> <tr> <th>Base</th> <th>Voters</th> <th>Voted</th> <th>%</th> <th></th> <th>Voters</th> <th>Voted</th> <th>%</th> <th></th> <th>Voters</th> <th>Voted</th> <th>%</th> <th>Voters</th> </tr> </thead> <tbody> <tr> <td>ATL</td> <td></td> <td></td> <td></td> <td></td> <td>610</td> <td>268</td> <td>43.93%</td> <td></td> <td>805</td> <td>509</td> <td>63.23%</td> <td>7</td> </tr> <tr> <td>BWI</td> <td>1222</td> <td>529</td> <td>43.29%</td> <td></td> <td>1407</td> <td>704</td> <td>50.04%</td> <td></td> <td>1898</td> <td>1057</td> <td>55.69%</td> <td>18</td> </tr> <tr> <td>DAL</td> <td>994</td> <td>507</td> <td>51.01%</td> <td></td> <td>1394</td> <td>710</td> <td>50.93%</td> <td></td> <td>1674</td> <td>1149</td> <td>68.64%</td> <td>17</td> </tr> <tr> <td>DEN</td> <td></td> <td></td> <td></td> <td></td> <td>896</td> <td>397</td> <td>44.31%</td> <td></td> <td>1564</td> <td>783</td> <td>50.06%</td> <td>20</td> </tr> <tr> <td>HOU</td> <td>1101</td> <td>449</td> <td>40.78%</td> <td></td> <td>1271</td> <td>627</td> <td>49.33%</td> <td></td> <td>1504</td> <td>873</td> <td>58.05%</td> <td>17</td> </tr> <tr> <td>LAS</td> <td>1270</td> <td>446</td> <td>35.12%</td> <td></td> <td>1484</td> <td>761</td> <td>51.28%</td> <td></td> <td>1583</td> <td>856</td> <td>54.07%</td> <td>13</td> </tr> </tbody> </table>			2012				2015				2018				Base	Voters	Voted	%		Voters	Voted	%		Voters	Voted	%	Voters	ATL					610	268	43.93%		805	509	63.23%	7	BWI	1222	529	43.29%		1407	704	50.04%		1898	1057	55.69%	18	DAL	994	507	51.01%		1394	710	50.93%		1674	1149	68.64%	17	DEN					896	397	44.31%		1564	783	50.06%	20	HOU	1101	449	40.78%		1271	627	49.33%		1504	873	58.05%	17	LAS	1270	446	35.12%		1484	761	51.28%		1583	856	54.07%	13
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LAX												729	301	41.29%	
MCO	999	356	35.64%		1082	507	46.86%		1228	732	59.61%		1306	567	43.42%
MDW	1668	672	40.29%		1810	892	49.28%		1901	1070	56.29%		1838	871	47.39%
OAK	1099	371	33.76%		1017	552	54.28%		1152	614	53.30%		1114	416	37.34%
PHX	1593	555	34.84%		1430	729	50.98%		1454	941	64.72%		1423	605	42.52%
Total	9856	3885	39.42%		12356	6148	49.76%		14764	8584	58.14%		15071	6714	44.55%

Election Closing

As you are aware, winter weather across the nation during the beginning of 2021 coupled with an underfunded United States Postal Service gave us concern over ballots arriving in time. The decision was made to push the closing date back from March 17 to March 30.

On March 30, promptly at 0900 Central, the ballots were picked up from the USPS. In fact, we were a few minutes early so we waited in the lobby with the ballots and questioned the USPS employee to ensure we received all the ballots. Present were: myself; Board of Election Member Tiffanie Morris; Observers present were: Candidate and President Lyn Montgomery; Candidate and current Board Member at Large Charla Miller; and Member Brother John Long.

Upon loading the Union's van multiple individuals checked the USPS container to ensure no ballots remained. The trash in the bin was collected and brought with. Charla and myself verified the trash contained no ballots and it was disposed of at the tally site. Charla and Tiffanie were present with the ballots throughout the transport and until received by TrueBallot to begin the tallying process.

Before beginning the tally, I introduced myself, along with TrueBallot's representatives, to the observers. An overview of the process was explained. Observers were asked to keep a distance from the ballots while still being able to view the process. They were invited to ask questions and if they wanted to see something closer to simply ask.

The tally process began with receiving the ballots which ensured only Members in Good Standing had their votes tallied. Ballots of Members not in dues compliance and agency fee objectors (non-members) were removed and placed aside. These ballots totaling 35, were not opened or counted. The last ballots to be received are the "oddballs", these include envelopes received in the standard, provided envelope. Eight ballots arrived without the necessary stub to receive the ballot, two ballots were received in one envelope with on stub (voiding both), and one ballot was signed (no longer a secret ballot). These eleven ballots were voided.

Any odd or non-standard ballot was reviewed by the Board of Election and the determination of the ballot's outcome was by unanimous consent of the all Board of Election Members. After confirmation, the ballots were displayed to the observers in an effort to make the process as transparent as possible.

Scanning the ballots began in the early afternoon.

When the scanning was complete the Board of Election reviewed the preliminary results and determined there were four close races requiring audits. Observers were invited to view the preliminary results and auditing process with the Board of Election. The outcome of the audits did not change the results.

Upon certification of the votes by TrueBallot a document was prepared detailing the winners and vote totals, which was promptly distributed to the Membership.

Before Voting Summary

A lot of prep work goes into running a nationwide election for nearly 16,000 Members. This includes a mandated election notice mailed to each Member's home, preparation of rules and the schedule, vendor selection and contract signing, and more.

Nomination Letters

One major step is the sending of certified letters to nominees. To keep the election on a tight schedule, within a few days from nominations the Board of Election must personally post the nominees in all eleven domiciles, obtain addresses, and mail certified letters to those who had not responded within about 48-72 hours. This totaled nearly 150 certified letters. With printing costs, lost time, and \$7 per envelope to mail, the process cost several thousand dollars and a number of the envelopes are never signed for and end up being returned. Notification is required, however, certified mail is not. We will be exploring new notification methods moving forward in an effort to reduce time and ultimately reduce costs to the Membership.

Next Steps

We still have a few weeks before fully completing this election. During that time we will investigate protests brought to us and include them in a final report to the Executive Board.

Additionally, we have already begun the process of preparing for the TWU Constitutional Convention Delegate Election. Due to lead times and mandated notice timeframes we must begin this process now to ensure a smooth election process.

During this election we hope to implement some changes, mainly our nominee notification process. We will be working with legal counsel and our Tech Services department to create a way to electronically deliver notification where possible and only send certified mailing if needed. We hope to shorten the process and reduce costs going forward.

Closing

In closing, I'd like to thank Tiffanie Morris and Mel Powe Tuzun for their assistance throughout the election process. Their unimpeachable integrity and dedication to the Membership made this election process fair and smooth.

In Unity,

TWU Local 556 Board of Election

Erich Schwenk, Chair Tiffanie Morris Mel Powe Tuzun

Report From:	Other
Submitted Report:	
<p>The CTF requested clarification on the Company asking FA's about being vaccinated once contacted for an exposure event. This is the legal response we were given:</p> <p>May Southwest ask employees about their vaccine status? Summary Response: Yes, with conditions. Under current federal law, an employer may generally ask its employees about their vaccination status. "Generally" because certain ADA provisions related to disability-related inquiries do apply. Pre-screening vaccination questions and follow-up questions after an employee shows proof of vaccination may elicit information about a disability. Therefore, Southwest would have to show that the questions it asks employees are "job-related and consistent with business necessity." These limitations apply regardless of who administers the vaccine.</p> <p>It is possible that certain state (and possibly local) law may alter this analysis, but given legal preemption concepts, typically federal law would control.</p>	

Report From:	Professional Standards
Submitted Report:	
<p align="center">Professional Standards Activity Report For March 2021</p>	
Company Policy	4
CRM	5
Employee Relations	2
F.A.R.	1
I.R. Filed	3
Internal Peer Support	1
Not Taken	1
Pilot Issue	6
Social Media	3
Unprofessional Behavior	7
Withdrawn	2
 Total	 35
 Positive Resolution	 25
Negative Resolution	02
Unresolved	08
 Source:	
Phone	26
TWU Website	03
Pilot	03
Referral	03

Case Work Team Hours**41.5**

***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	5
BWI	7
DAL	3
DEN	3
FLL	1
HOU	4
LAS	1
LAX	1
MCO	4
MDW	5
OAK	1

Report From:	Safety
Submitted Report:	
<p>Joint Health and Safety Report- April Executive Board Meeting</p> <p><u>ASAP</u></p> <p>We have received 12,635 reports over the life of the ASAP program. In 2021 YTD we have received 356 reports. We have accepted 260 of these reports, excluded 18 and have 78 open reports. We received more reports in March than we did in January and February combined and the trend seems to be continuing.</p> <p><u>Health/Safety Updates</u></p> <ul style="list-style-type: none"> • The availability of the vaccine has allowed many of our Members to get the vaccine. There are still many Members that do not want the vaccine and are in communication that we should continue fighting for this to be a choice. We assure the Members this is our stance. At this time, there is no indication from Management that the vaccine will be mandatory. This being said though, this could change if individual states or countries start to require vaccines for entry. • Health and Safety continue to meet with Inflight Management on a weekly basis – we are able to discuss the current health and safety issues that affect our Members and the airline in general. • The Federally Mandated Mask Exemption has gone into effect. The exemption has many layers of complexity that the passenger will have to meet. All of the requirements were published in a recent RBF. To date there has only been 1 exemption granted. Most of the requests are dropped by the passengers once they realize all the documentation that is required for the exemption. • The new ESAN policy (no emotional support animals on the aircraft) went into effect – we still have not received any phone calls or emails with Members encountering difficulty. • If you receive calls from Members that have had mask non-compliance or passenger misconduct, please encourage them to complete an IR. IR's are what initiate the FAA investigation into the issue. They cannot open an investigation without an IR. <ul style="list-style-type: none"> ◦ The FAA has requested information on 690 IR's that were submitted regarding mask non-compliance or customer interference with duties <ul style="list-style-type: none"> ▪ 76 of these reports were closed with no further action 	

- 134 reports have not been worked yet
- 372 reports are open and actively being worked
- 88 reports meet the criteria for enforcement (but there is not a guarantee there will be enforcement, this is determined at the end of the FAA and TSA's investigation)
- 20 reports met the criteria and have received some sort of enforcement. Enforcement can range from an administrative letter being sent to the passenger up to a fine.
- Following is the latest graphical injury data:

Covid-19

The COVID taskforce traffic remains constant with emails and phone calls. Following are the main topics of the calls and emails:

- The procedures Management is using for exposure pulls still changes on a daily basis – this is extremely frustrating for our Members that have had multiple work exposures that don't understand why they are being treated differently now
- If a Member is fully vaccinated Management is not pulling for exposure pulls – this is based on CDC guidance
- We continue to ask all of our Members to write LINK reports and/or IR's with their COVID, Health or Safety concerns to Management.
- Management has started asking Members if they have been vaccinated during notification phone calls to determine if they meet CDC guidelines for an exposure pull.
- Another win for TWU Local 556 – we have been pushing to have the International 10-day quarantine stopped since negative COVID tests are required to return to the States. This quarantine is no longer required.
- The CTF continues to compile names for individual and group grievances

MAX Return to Service Update

Over 900 revenue flights have been flown on the Max aircraft. 91% of our Pilots have completed their training. Only 11 aircraft are left in Victorville to date, so the readiness flights and required Pilot training is coming to a close in the near future.

Event Notification System

- We continue to receive and act on Event Notification System (ENS) emails.
 - 2021 TYD 1061
 - 2020 3182
 - 2019 4261
 - 2018 2462
 - 2017 2371
 - 2016 2887
 - 2015 2843
 - 2014 2119
 - 2013 1138*

- 2011 1609
- 2010 1413
- **ENS tracking and trending was suspended May 2012 – June 2013*

Upcoming Meetings:

ASAP ERC: Weekly Meetings with a day of preparation and follow-up
HASC - monthly meeting
Health and Safety Round-Up – Weekly conference Inflight Management
MAX 800 Return to Flying
Executive Board Meeting Update
Aircraft Cabin Air Conference
FAA Calls With Members on Passenger Misconduct Investigations

Report From:	Scheduling
Submitted Report:	
<p><i>The number of line positions that a Flight Attendant could be awarded for the month of May decreased by 776 line positions, from 8,698 in April to 7,923. The Scheduling Committee left 1,597 positions in open time for the month of May, in comparison 8 were left in April.</i></p> <p><i>The Committee for the month of May wrote an average of 70.11% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a decrease in purity from April by 6.89%. 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 line paid 97.29 TFP average work days were 14.24. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i></p> <p><i>The AUS Satellite base had an average of 58.24% pure lines, 26.37% weekend off and 21.98% lines containing 3-on/off or 48-hour breaks. The average lines paid 92.65 tfps.</i></p> <p><i>The FLL Satellite base had an average of 46.88% pure lines, 14.58% weekend off and 31.25% lines containing 3-on/off or 48-hour breaks. The average line paid 91.2 tfps.</i></p> <p><i>The Line Writers for May Primaries were: Lisa Trafton, Shelley Taylor, Doreen Argyropoulos, Rebekah Knox, and Xander Ricker.</i></p> <p><i>The Line Writers for May/ Secondary Lines were: Rebekah Knox, Shelley Taylor, Doreen Argyropoulos and Xander Ricker .</i></p> <p><i>The Scheduling Committee also met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i></p>	

Report From:	Scholarship
Submitted Report:	
<p>Jessica reports that she has answered emails and calls from Members regarding the Michael J. Quill Scholarship Fund and the scholarships offered by Local 556. The deadline for all applications for the Quill Scholarship Fund is April 26, 2021, no exceptions.</p> <p>A publication announcing the scholarships offered by TWU Local 556 went out on March 22. The deadline for all applications and essay questions is May 30 2021, and awards will be announced by July 20, 2021. Jessica will assist the new Scholarship Committee Chairperson in any way that she can.</p>	

Report From:	Shop Steward
Submitted Report:	
<p>March/April Shop Steward Committee Report 2020_</p> <p><u>Newsletter</u> February Newsletter emailed on 3/2/21 March Newsletter emailed on 4/3/21</p> <p>February Topics</p> <ul style="list-style-type: none"> • SWA CSS Codes <p>March Topics</p> <ul style="list-style-type: none"> • Gate Checks • Uniform Committee Update <p><u>Handled Shop Steward questions/concerns</u></p> <ul style="list-style-type: none"> • Addressed Shop Steward issues and questions 	

Report From:	Survey
Submitted Report:	
VeAnne reports she sent out a survey regarding Amended drink service and vaccinations at the request of the Grievance Chair.	

Report From:	Uniform
Submitted Report:	
<p>There has been a problem with the links given for the Alternative Uniform Dresses. The dresses show sold out or unavailable in most sizes. The company needs to update/add newly available off-the-rack dress options.</p> <p>There was a miscommunication from management to this committee regarding access to the Cintas website while on leaves. ExTo and "some" leaves will still have access, however, Medical Leaves will not. If a Member wishes to order items while on Medical Leave, they have to contact their base coordinator to place an order.</p> <p>Cintas and Management had a meeting last week that answered some questions regarding out-of-stock issues. The demand for items from those returning from ExTo mixed with production issues as a result of Covid limitations caused an inventory problem with catalog stock items. They have addressed the pieces most affected and now have shipping dates for those items. (Male inner jacket: June, Female inner jacket: shipping now, Female outer jacket: June, Female pants: April). Members are advised to place their orders even if the items are out of stock. Their allotments are charged when the order is placed, not shipped. This ensures that no allotments will be "lost". Cintas is aware of the return of ExTo Members in September. Hopefully, they will be prepared for the surge of orders that will soon be coming in. <u>**UPDATE** Cintas will need to be informed of the new return date of June for ExTo Members.</u></p> <p>This committee sees a concern that some of our taller female Members are having adhering to the dress length description. I brought up the issue with the company asking if an extra 2-3 inches could be added to the Tall version of the dresses. Explaining that it is easy to "hem" a dress, but adding length is virtually impossible. Granted this issue has a smaller percentage of those it affects, but adding a little in length should be an easy fix for those struggling to stay compliant. Management has agreed to discuss the issue with Cintas.</p> <p>With multiple questions and issues arising from our Membership, Management agrees that there is a need to produce an updated ATW Appearance Standards. They are discussing updating the standards possibly twice a year to address the fluid changes in styles and item availability. A few of the questions that will hopefully be answered within the new publication include but are not limited to are: the description of Booties and Mid-calf boots (which is still being decided on by management), an updated description of what boots are acceptable/not acceptable for wear (such as hiking and motorcycle type boots), and the description of "nail art" when it comes to Holiday Accessories and the ability for Male Members to wear it. There is no publication date at this time.</p>	

Hopefully, this month the Cintas website will include allotment/credit card sharing for uniform orders. I have not received an update of the final website test as of this report.

Base Maternity loaner pieces look go throughout the system.

Report From:	Veterans
Submitted Report:	
Nothing to report as per Chris Sullivan	

Report From:	WISE
Submitted Report:	
The Women's Issues, Service, and Education (WISE) Committee has nothing to report.	