



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

JUNE 2021 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
Pamila would like to thank the new Executive Board (EB) for the reappointment to serve as Chairperson to the Civil and Human Rights Committee (CHRC) for the 2021-2024 term. And thank you for the continued support for the work CHRC has accomplished over the past three years. I look forward to working with Las Vegas Domicile Executive Board Member and newly appointed CHRC Vice-Chairperson Bryan Orozco and the entire EB. Pamila attended a Zoom Meeting with former CHRC Chairperson Heather Kelly-Gray May 24 and a conference call with Vice-Chairperson Bryan Orozco June 11 to discuss upcoming events and new Team Leaders for the CHRC subcommittees. CHRC published a Pride Facebook Post for National Pride Month. Pamila and Heather worked with Education Co-Chairperson Angie Kilbourne on the Pride poster for the Domicile Executive Board Members (DEBM) to post in the Union Glass Case. Pamila attended a conference call with TWU International Civil and Human Rights Director Terry Daniels to discuss upcoming projects and events taking place in 2021-2022. Pamila began working on the CHRC yearly strategic plan for the 2021-2022 fiscal year. Pamila received the Black Lives Matter Union pins May 28, CHRC will follow the direction of the Executive Board for distribution of the pins to the Membership. Pamila attended the Organizing Institute 3-Day Training May 18-20, facilitated by the AFL-CIO. The 3-Day OI Training included; Messaging Principles, Identifying and Developing Workplace Leaders, Principles of Union Organizing, Committee Building and Running Issue Campaigns.	

Report From:	CISM
Submitted Report:	
The CISM Team has been becoming increasingly busier. We have been assisting Flight Attendants through Passenger Misconduct and Mask Non Compliance issues more so than in the last year. The CISM Team responded to a total of 101 Incidents, this includes the loss of three Flight Attendants during May 2020. Aborted Takeoff/Landing 1 Accident 1 Assault 3 COVID-19 2 Debriefing - Team Member 4 FA Death 3 FA Death - Calls Related to 4 FA Death of Family Member 2 FA Illness 3 FA Injury 1 FA Involved in Incident - Off Duty 1 Fear of Flying 1 Illness of Family Member/Caregiver Stress 1 Incident on RON 3 Lightning Strike 1 Mask - non-compliance 3 Mechanical 2 Near Miss 1 Other* 3 Passenger Medical 26 Passenger Misconduct 12 Personal Issue 18 Suicide of a Family Member 1 Turbulence 3 Van Accident (RON) 1 Total 101	

Report From:	Communications
Submitted Report:	
Ashley was appointed as Communications Chairperson on May 19, 2021, and reports the following: • Communication Emails Sent (encompasses entire month) ○ Save the Date Zoomcast on May 7, On Negotiations and Video Debut ○ Shop Steward Newsletter (2) ○ Open Call for Committee Chairpersons ○ Message from the President: Welcome the 2021-2024 Executive Board ○ 2021 Scholarships Reminder ○ Negotiating Committee: Survey Zoomcast and Focus Group ○ Uniform Spring Update ○ A Message From Your 2021-2024 Executive Board ○ Negotiating Committee: Honoring Members' Contributions ○ TWU Local 556 Board of Election 2021 - 26th TWU International Convention Delegate Election ○ Trips in Open Time - May 2021 ○ Negotiating Committee: Your Input Needed! Reserve System Focus Group Applications Open ○ A Message to Gary Kelly ○ TWU Local 556 Special Meeting Registration Information ○ Welcome New Committee Chairpersons ○ Negotiating Committee Update #44 ○ Holiday Hours - Memorial Day ○ Message from the President - You Matter - Every Day and International Flight Attendants' Day ○ E-Connection DEN ○ E-Connection DEN Special Edition ○ E-Connection BWI ○ E-Connection DAL ○ E-Connection HOU/AUS ○ E-Connection MCO/FLL ○ E-Connection PHX • Managed TWU Local 556 social media outlets. ○ Most email campaigns had a corresponding Facebook post ○ Memorial Day Facebook and Twitter posts/graphics • Website postings for each email campaign sent - Ashley received training from Tech Services in regards to website postings and will be handling website content for Communications moving forward.	

- Training with Committee Members on email campaigns.
- Answered Membership Communications and Union emails and/or routing them to the Executive Board or appropriate Committee for a response.

Report From:	COPE
Submitted Report:	
<u>Committee on Political Education Report</u> May 2021 Appointed Damion West as COPE Vice – Chair at the May Executive Board Meeting. President Montgomery is the Chairperson as stipulated in the TWU constitution. • Set up Flight Attendant Mary Ellen Tracey #76961 to attend a press event with Rhode Island Senator Jack Reed on Passenger Air Rage. • Committee met with David Richardson of Southwest Airlines Governmental Affairs to discuss where Company and Labor can coordinate on Legislative issues. • Committee met with Latonia Paul-Benoit for the current list of delegates. • Committee met with Matt Hettich to discuss coordinating with TWU International on Legislative Priorities. • Discussed with Andrew Rangolan increased participation of Local 556 Members in TWU State Conferences. • Sent out information to the Delegates for Texas AFL-CIO Convention ○ Drew Kennedy ○ Renda Marsh ○ John Williams ○ Ann Claire Crawford ○ Dedra Bass ○ Rosemarie Johnston ○ Michael McNeil TWU State Conferences that TWU 556 Chair and Co-Chair and Participated in for the month of December: • Arizona/Colorado/Nevada/New Mexico • California • District of Columbia/Maryland/Virginia • Florida • Georgia • Illinois/Indiana • Texas/Oklahoma TWU 556 COPE Committee is working on a plan to present for the next administration. • Building Affiliated AFL – CIO Delegates List • Building Affiliated Central Labor Council Delegates List • COPE Strategic Plan	

TWU 556 COPE Committee will coordinate work with TWU International on the union's Legislative priorities for 2021.

- Air Rage Cabin Assaults/Travel Ban List
- The Protecting the Right to Organize (PRO) Act
- Cabin Air Quality Act
- FAA Reauthorization

Illinois Family Sick Leave May 24-29 (Roy Soria Report)

Corliss King and Roy Soria spent the week in Springfield, Illinois bringing awareness and drumming up support for Senate Bill 645 (SB645.) This very important piece of legislation will allow all MDW based flight attendants and other IL based locals of TWU the ability to use their earned sick time when caring for a loved one. The Bill has already passed the IL Senate and is currently in the IL House of Representatives. Lobbying efforts for the bill were led by Local 556 members and a coalition of flight attendants from AFA (United, Spirit, Envoy) APFA (American) and pilots from ALPA (United.)

It was a good week in which they were able to gather 57 cosponsors in the IL House. Roy took the lead when arranging meetings with Representatives and making sure everyone was familiar with the talking points; he is also very familiar with the names and faces of the Representatives which aided the coalition in determining who was who. Due to current COVID restrictions they were not allowed to freely enter the building and they relied on outdoor lobbying while the members of Congress walked toward the House chamber. Corliss and Roy worked tirelessly from 9am sometimes into the late night/early morning trying to make sure all the Representatives were aware of SB645 and its impact on IL aviation working families. Members of APFA were the logistical backbone of the week as they followed up with the Legislative Aides when commitments of co-sponsorship or a solid yes vote from the Representatives were received. TWU 556 members have been leading the charge on this issue from the very beginning. Corliss King, Suzie Lyons and Roy Soria, with the help of IL Senator Michael Hastings, have been advocating and fighting for this legislation since its inception and have drafted the current language that fixes the exclusion of RLA employees from the IL Sick Leave Act of 2017. The week was a culmination of those efforts that they have been fighting for since 2018.

We anticipate this legislation having an opportunity to become law in the upcoming Veto Session in the Fall of 2021. This is contingent upon the plan we have for a targeted organization initiative we developed capitalizing on the resources from the Local, International and the coalition that was forged. We would like to stress the importance of the relationships that were cultivated with State and local governmental agencies and leaders to raise the profile of both TWU International and TWU Local 556.

Report From:	Education
Submitted Report:	
The Education Committee met on May 27 to create a strategic plan for the remainder of 2021. Co-Chairperson 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 8,119 Members. Co-Chairperson Angie Kilbourne created graphics for Pride Month for the Civil and Human Rights Committee and the Communications Committee. A post was created on Facebook regarding Memorial Day being a Black Out Date. The Education Committee responded to e-mails, texts, calls, and questions sent through Facebook regarding all the shared education content. Amanda would like to thank John DiPippa for his support and work as the Executive Board Liaison during the previous administration.	

Report From:	FADAP
Submitted Report:	
The team has continued to do the weekly FADAP recovery meetings Natalie and Tom have continued to do the weekly Peer Team Meetings Tom Spillers presented to the EB on May 19th FADAP conference registration took place on May 28th	

Report From:	Grievance
Submitted Report:	
<i>June 2021 Grievance Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> <i>286 total grievances:</i> 23 terminations 41 group grievances 45 non-term disciplinary 85 Attendance 92 individual contract <i>Total Contract Grievances on file: 133</i> <i>Total Discipline Grievances on file: 153</i> <u>Settled and Withdrawn Report:</u> Twenty grievances were settled; of those four were settled at the Step 2 level, seven while preparing for Executive Board review, eight at the SWA Preliminary decision stage, and one at a grievance meeting. Fifty-one grievances were withdrawn without prejudice and one grievance expired. Of the eighty-five Attendance grievances, thirty-four are No-Shows, six Unable to Contact, twenty-five Failure to Report, six Sick Leave 1, one SLA, one Sick Leave Training, two MBL, and ten No-Show Training. The forty-five non-term disciplinary grievances consist of: twenty-six written warnings, four final written warning, eleven thirty-day suspensions, one fifteen-day suspension, one three-day suspension, and two under the “other” category. <u>Fact-Finding Meetings:</u> Thirty-nine fact-finding meetings were held in the bases, in May 2021. <u>Chat Apps</u> 1,013 chat app messages received the month of May. <u>Board of Adjustments:</u> None scheduled for June 2021. Two being scheduled for July 2021. <u>Arbitration Schedule:</u> FA Group Grievance-Potential Settlement to be reviewed. FA-Briefs being submitted. FA Group Grievance-Scheduled March 5, 2021. <i>Union Award.</i> FA-Scheduled for June 22, 2021.	

FA-Scheduled for June 25, 2021.

FA-Scheduled for July 7, 2021.

FA-Scheduled for July 28, 2021.

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 June 29, 2021.

Report From:	Health
Submitted Report:	
Health Report - June Executive Board Meeting <u>ASAP</u> In 2021 YTD we have received 712 reports. We have accepted 616 of these reports, excluded 53 and have 43 open reports. We continue to receive a record number of reports. In addition to a new company ERC member, we also will have a new ASAP Manager. Inflight has had several positions open that is causing a rearranging of staff within the Inflight Safety area. The administrative meeting has been postponed until the positions are filled. <u>Health/Safety</u> Vaccine availability has increased exponentially – anyone that wants to be vaccinated has the change at this point. 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. As stated previously, 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 is still in effect but the accommodation exception has been modified to allow children of a certain age to get an exception on the day of travel. Additionally, some of the original points have been eliminated (customer caps as well as empty rows around the passengers with the accommodation). All of the requirements were re-published in a recent communication from Management. • 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. Additional reporting tools are	

ASAP and SRS but again, even if these reports are completed and additional IR is needed.

- Injury data is discussed monthly with Inflight Management as well as with Sr. Safety Management; graphical injury data was submitted by Michael Massoni on the Safety Team Report.

Covid-19/Corona Task Force

The COVID taskforce traffic has slowed considerably. The exposures seem to have decreased somewhat. The majority of questions revolve around vaccine side effects and issues where the Members have been called in for meetings regarding flying with symptoms. We still do see an increase when new guidance is released from the CDC. Additionally, as other airlines make changes, this seems to cause our traffic to increase as well.

MAX Aircraft Update

There is currently only 1 newer production Max 8 out of service waiting on the service modification. Southwest ordered an additional 34 Max 700's to be delivered in 2022; this is in addition to the 200 Max 700's already on the books. This brings the total to 64 new Max 700's being delivered in 2022.

Event Notification System

We continue to receive and act on Event Notification System (ENS) emails. As you will see from the following numbers, we are on track to double the amount of ENS events in 2021 over 2020.

- 2021 TYD 2751
 - 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

FAA Calls with Members on Passenger Misconduct Investigations

Onboard Service Update

ASAP Administration Meeting



Report From:	LODO
Submitted Report:	
June 14, 2021 LODO Subcommittee Report ~submitted by LaShaye Hutchinson June 11, 2021, the LODO Subcommittee held its quarterly meeting. The topics discussed by SWA: 1. Number of “active” LODO- 282 2. Number of “hired” LODO- 62 (a) Those hired for the program are coming up on their 3 years within the program. (11/17/2021-06/22/2022) 3. SJO Flight resumed- 06/06/2021 4. Cuba- Awaiting Cuban government approval to resume 5. SJU- Crews have been notified that the electronic forms have to be completed prior to landing. The topics discussed by TWU: 1. Compliance walkthrough- it has been determined by SWA that the C FA can complete the compliance walkthrough for the LODO-A, while they are making the announcements in English and Spanish. The other alternative is to make all announcements in English while on the ground, and once 10,000 feet notice has been given is to complete the rest of the Spanish announcements. 2. Scheduling – It has been recommended that the schedulers be given a refresher on the LODO agreement. There have been instances where the schedulers have not properly followed the LODO agreement. There are active Grievances on file, for Charters and Trading. 3. Open time/ Trading Timeline- It has been recommended to update the open time and trading timelines. Currently those who are not awarded a LODO line in primary are at a disadvantage in trading because they have to wait for Primary Secondary bidding to be awarded a line. These FAs miss the LODO trading and VJA options. 4. Grievances on file will be reviewed with Brandon Hillhouse and Kevin Allen. Announcements: July schedules and beyond The July schedule continues the new summer base schedule that started in June. SWA is anticipating the majority of the LODO pairings and lines will be in BWI, DEN, HOU, MCO, and MDW with the possibility some additional pairings/lines in	

other bases. There is the potential of more international growth during the summer months. SWA does not have the final July base schedule yet so please stay tuned for more updates on any newly added LODO destinations.

Report attachments:

July 2021 Seniority List

July 2021 LODO Bid Awards

June 2021 LODO Open time Calendar as of 05/14/2021

Report From:	MOBORG
Submitted Report:	
Mobilization and Organization Committee report May 2021 • In our May Board meeting the committee appointments were made for Kay Hogan and Corliss King as Vice Chairs to Lyn Montgomery • The Board tasked Mob/Org with producing a video for distribution to the membership regarding the recent events impacting our industry • The video "Together we are 556" was completed and distributed to the membership on June 8, 2021 • Mob/Org has taken on the planning of the Committee Chair training to be held July 15-16, 2021 • For that event we have secured event space, accommodations, budgets and are finalizing the agenda • The committee will meet June 17th and 18th to finalize the Chair event • Mob/Org began strategic planning discussions around our concept to be the assistance arm of the committees and to manage a master calendar of activity to mobilize the membership	

Report From:	Negotiating Committee (NT)
Submitted Report:	
<u>June 2021</u> Scheduled and Updated Negotiation Meetings to Date • Next scheduled meetings June 22 & 23 – Union Host - o Agenda items may consist of multiple topics, including continued discussion on attendance and future meeting dates Other Negotiating Committee Business • Conference Meetings w/ Negotiating Committee & Advisors • Conference Meetings w/PR Firm - o Finalize Reserve Focus Groups and communications <u>May 2021</u> Scheduled and Updated Negotiation Meetings • May 25 & 26 via Conference Meeting – Union Host - o Parties discussed attendance, including incentives Other Negotiating Committee Business • Conference Meetings w/ Negotiating Committee & Advisors • Conference Meetings w/PR Firm on multiple communication items • State of Negotiations – Membership Zoomcast – May 7 • Multiple Communications published - o Save the Date Zoomcast – May 3 - o Reserve Focus Group and Zoomcast – May 12 - o Honoring Members’ Contributions – May 17 - o Reserve Focus Group Application Reminder – May 24 - o Negotiations Update #44 – published May 27 • Executive Board Presentation and Report – May 19	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report For May 2021		
Company Policy		7
CRM		3
Employee Relations		1
I.R. Filed		2
Internal Peer Support		7
Not Taken		2
Pilot Issue		1
Unprofessional Behavior		5
Withdrawn		1
In Progress		1
Total		30
Positive Resolution		19
Negative Resolution		03
Unresolved		07
In Progress		01
Total Team Volunteered Hours		19
*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.		
Source:		

Phone	24
TWU Email	02
Pilot	02
Referral	02

Base Information

ATL	1
BWI	8
DEN	4
HOU	2
LAS	4
MCO	6
MDW	3
OAK	1
PHX	1

Report From:	Safety
Submitted Report:	
Please see the attached June 2021 Safety Team Report under the "Files" tab.	

Report From:	Satellite Base
Submitted Report:	
Executive Board Satellite Base Test Report – June 2021 <u>Overview</u> Satellite Bases in AUS and FLL are still undergoing testing by both the Company and the Union. The parties meet regularly to review data and metrics. The TWU Satellite Base Team is comprised of Lyn Montgomery, Denny Sebesta, Liz Howayeck, Xander Ricker, and Don Shipman. <u>History</u> Satellite Base language was added to our Collective Bargaining Agreement (CBA) in the 2008 – 2012 agreement (purple contract). Article 29.4 of our CBA states: Satellite Bases Prior to or within ninety (90) days of the DOR of this Agreement, the Company and the Scheduling Committee will meet to mutually develop a protocol for testing Satellite Bases. If the Company elects to utilize Satellite Bases, a Satellite Base Sub-committee will be formulated with representatives from both parties who will develop the criteria, procedures, bidding structure, etc. for a Satellite Base(s). Satellite Base Test language was negotiated in 2017 and agreed to by the 2015 – 2018 Executive Board (see attached). This is now referred to as Phase I of the Satellite Base testing. In 2019, Phase II of the Satellite Base Test was agreed to and approved by the 2018 – 2021 Executive Board (see attached). Phase II provided many improvements to testing parameters such as: • Overlap pulls will be adjusted the same way they are in any domicile • Crew rest pulls will be adjusted, or an additional premium pay will apply • Domicile break adjustments will be given, or an additional premium will apply • Adjustments will be made for double the time off, or an additional premium will apply • Compensatory days can now be taken in a Satellite Base with notice • Added language to protect the vacation of those who originally bid vacation in a Satellite Base • The Commuter Policy now applies when a Flight Attendant is returning from recurrent training or a mandatory meeting • Cap on the opening of new Satellite Bases (up to 3 additional) In February of 2021, the Company announced their intentions to open 3 additional Satellite Bases (TPA, BNA, & ABQ) but they have since put those plans on hold. - <u>April 21, 2021 Weekly Ops Call/Satellite Base Update</u> In Attendance	

TWU 556: Lyn Montgomery, Don Shipman, Xander Ricker, Denny Sebesta, Liz Howayeck, Gayle Middleton, & Brandon Hillhouse

Company: Lindy Johnston, Cetta Larabee, Dan Kusek, Mike Sims, Meggan Jones, Brendan Conlon, Ann Oh, Kevin Allen, & Sara Hill

Summary:

March 2021 metrics were discussed

- March average days flown reached a 5-year high in AUS. In FLL & non-satellite bases March average days flown was at a 5-year low.
- Similar to increases observed from February to March in 2019 & 2020, the count of reroutes in March 2021 increased from February 2021. The 2020 increase in reroutes included the onset of the COVID-19 pandemic as a contributing factor.
- Average Sick Days for March 2021 was up across the board year-over-year.

May 19, 2021 Weekly Ops Call/Satellite Base Update

In Attendance

TWU 556: Xander Ricker, Denny Sebesta, Liz Howayeck, & Brandon Hillhouse

Company: Lindy Johnston, Cetta Larabee, Dan Kusek, Mike Sims, Lindsay Adams, & Sara Hill

Summary:

April 2021 metrics were discussed

- April 2021 brought an increased demand for travel compared to April 2020 which was near the onset of the COVID-19 pandemic.
- Average Days Flown have significantly increased from April 2020. AUS has returned to pre-COVID levels while FLL and other bases have yet to catch up fully.
- The number of reroutes year-over-year has not returned to pre-COVID levels
- Average Sick Days in April 2021 is higher than April 2020.

Report From:	Scheduling
Submitted Report:	
<i>The number of line positions that a Flight Attendant could be awarded for the month of July increased by 264 line positions, from 8,812 in June to 9,076. The Scheduling Committee left 2,109 positions in open time for the month of July, in comparison 2,917 were left in June.</i> <i>The Committee for the month of June 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 June by .14%. 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 100.85 TFP average work days were 14.38. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i> <i>The AUS Satellite base had an average of 68.33% pure lines, 32.5% weekend off and 18.33% lines containing 3-on/off or 48-hour breaks. The average lines paid 101.03 tfps.</i> <i>The FLL Satellite base had an average of 67.92% pure lines, 23.58% weekend off and 26.42% lines containing 3-on/off or 48-hour breaks. The average line paid 100.78 tfps.</i> <i>The Line Writers for July Primaries were: Doreen Argyropoulos, Sheri Tyler, and Xander Ricker.</i> <i>The Line Writers for July Secondary Lines were: Doreen Argyropoulos, Sheri Tyler, Rebekah Knox, Lisa Trafton and Xander Ricker .</i> <i>The Scheduling Committee had multiple meetings with the Negotiating Team and Southwest Management regarding the additional 1754 pairings dropped in Open Time and how this can be avoided moving forward.</i> <i>The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i>	

Report From:	Shop Steward
Submitted Report:	
Shop Steward Committee Report May 2021 Committee Chairs – Appointed in May Executive Board Meeting Damion West – Chairperson Drew Shy – Co Chairperson Melissa Grube – Co Chairperson Tech Services Onboarded Melissa Grube with TWU 556 email acct. First Committee Meeting – June 9 • Budget Proposal for Training and Preparation • Shop Steward Training Potential Dates (Oct 4 – 8) • Shop Election Process • Coordinating with Tech Services • Committee Chair Roles • Committee Calendar • Timeline for Training	

Report From:	Survey
Submitted Report:	
VeAnne reports she prepared questions to submit to the Executive Board for the 2021 Annual Membership Survey.	

Report From:	Veterans
Submitted Report:	
Danette Y. Foster would like to thank the Executive Board for selecting and assigning her to the TWU Local 556 Veterans Committee Chairperson position. She is grateful that you trust her to fill this position and Danette is confident that she will be a great asset to this Committee. Since learning of her assignment Danette has been researching minutes from previous Veterans Committee Chairpersons as well as Veterans Committees of other labor organizations to learn how they operate. Danette looks forward to working with Vice-Chairperson, Wayne Tipton, as well as Chairpersons of other TWU Local 556 Committees, local veterans organizations, and fellow veteran and civilian Flight Attendants to address the needs of veterans and their families. Danette and Wayne plan to have a conference call with each other in late June to discuss the goals of the Committee.	

Report From:	WISE
Submitted Report:	
WISE COMMITTEE JUNE 2021 • Reached out and notified the Vice-Chairs of their appointments. • Let them know of the Committee Chair Training in Dallas • Discussions with Kay and Lyn on Committee structure. • Spoke with CHRC Chair on establishing an active work relationship. • Brainstormed ideas for Committee 1st meeting. ○ Ice breaker ○ What this work looks like for you. ○ Experience and expertise areas ○ Scheduling ○ Compensation	



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

Safety Team Report

Michael Massoni – 1st Vice President & Operational Safety Chairperson

...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...

To: TWU Local 556 Executive Board
CC: Thom McDaniel
Date: June 12, 2021
Re: June 2021 EB Safety Team Report

Currently the Safety Team has the following open and/or resolved action items:

Aviation Safety Action Program (ASAP) – Reports in queue for ERC Review - 61

ASAP Reports received 2021 Year-to-Date:	712
Accepted Reports Year-to-Date:	616
Excluded Reports to date:	53
Open Reports:	43
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	12853

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 5/15/21 through 6/12/21 = 533
Emergencies Declared for Period = 17

2021 Year-to-Date = 2751
All of 2020 = 3182
All of 2019 = 4261
All of 2018 = 2462
All of 2017 = 2371
All of 2016 = 2887
All of 2015 = 2843
All of 2014 = 2119
All of 2013 = 1138*

All of 2011 = 1609
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: 5/15/21 through 6/12/21 = 14
Open Reports = 0

Date of Call	Base	Recommendation	Base Recommendation	Base Final
05-30-2021	BWI	Non-Paid - No Crew Report	Accepts	Non-Paid - No Crew Report
	LAS	No Decision Necessary - Informational only		
05-22-2021	MDW	Non-Paid - Nonoperational	Accepts	Non-Paid - Nonoperational
05-24-2021	DEN	Non-Paid - No Crew Report	Accepts	Non-Paid - No Crew Member Report
	DEN	No Decision Necessary - Informational only		
	LAS	No Decision Necessary - Informational only		
	HOU	No Decision Necessary - Informational only		
05-17-2021	DAL	Paid - Operational Cause	Accepts	Paid - Operational Cause
05-09-2021	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause
05-09-2021	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause
05-02-2021	MDW	Paid - Operational Cause	Accepts	Paid - Operational Cause
05-02-2021	LAS	Paid - Operational Cause	Accepts	Paid - Operational Cause
05-09-2021	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause
05-16-2021	OAK	Non-Paid Nonoperational	Accepts	Non-Paid - Nonoperational
05-15-2021	HOU	Paid - Operational Cause	Accepts	Paid - Operational Cause

Fatigue Reports received 2021 Year-to-Date:	56
Paid – Operational Causation Year-to-Date:	24
Non-Paid – Operational Causation Year-to-Date:	1
Non-Paid – Non-Operational Causation Year-to-Date:	8
Non-Paid – No Crew Member Report Year-to-Date:	6
No Decision Necessary - Informational Only Year-to-Date:	17
Fatigue Reports received all of 2020:	45
Fatigue Reports received for the life of the program:	101

Hot Aircraft Event Reporting

Hot Aircraft Reporting Overview 31MAY21-06JUN21:

Hot Aircraft Overview 05.31.2021 - 06.06.2021

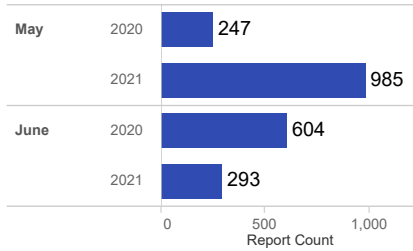
Hot AC Total by City



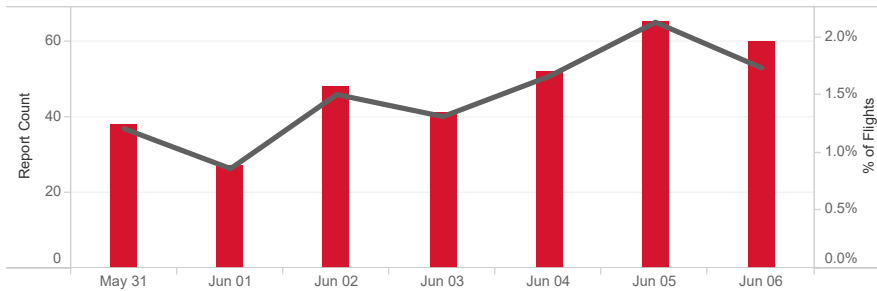
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	5/24/2021	5/31/2021	5/24/2021	5/31/2021
ACARS	216	313	44.91%	
IF SOPI	2	2	0.00%	
Inflight Form	15	16	6.67%	
Grand Total	233	331	42.06%	

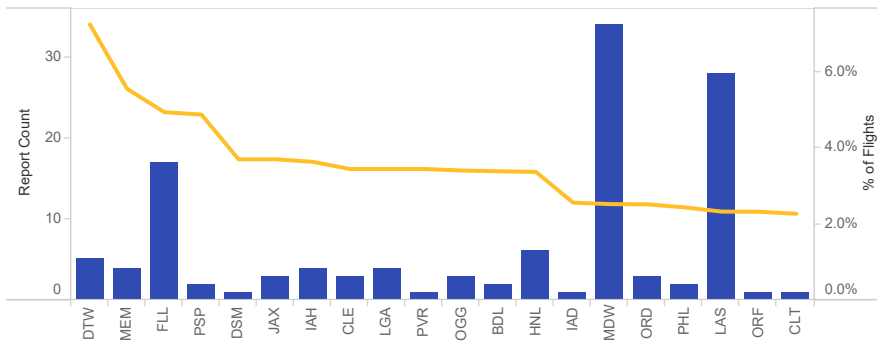
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



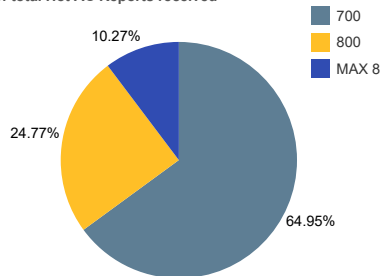
Stations - Top 20 Based on % of Flights



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	215	1.81%
800	82	1.31%
MAX 8	34	3.53%

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

'Hot' Aircraft and Gates

Aircraft with four or more reports

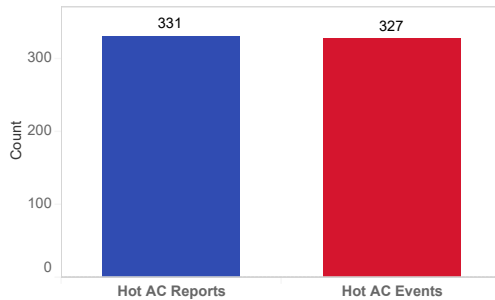
AC Number	
203	5
234	4
411	4
420	4
492	4

Gates with three or more reports

Station	Gate	
FLL	A1	4
LAS	B21	3
PHX	C7	3

Reports versus Events

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

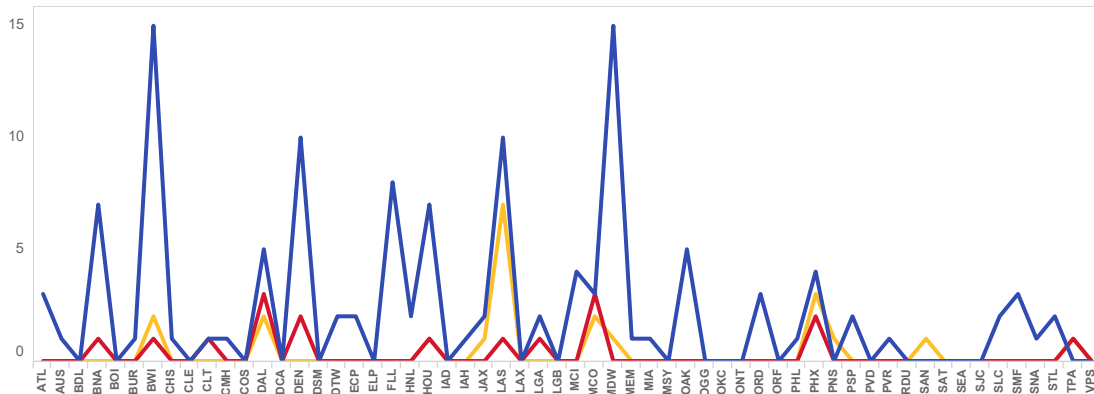


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	5/24/2021	5/31/2021
% Air Not Connected	41.20%	41.21%
% Ops Agent Not Present	4.17%	5.43%
% Ramp Agent Not Available	5.09%	7.03%

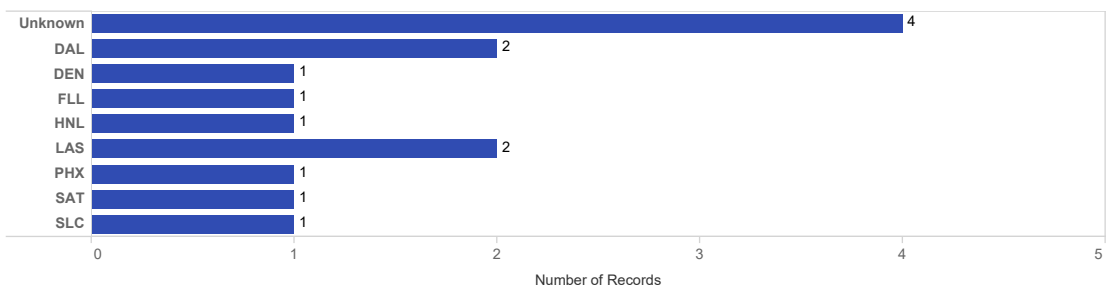


Good Job ACARS

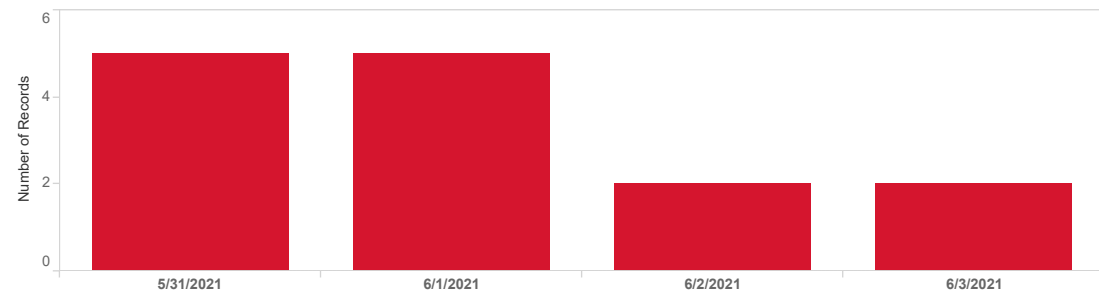
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 05/31/21 to 06/06/21

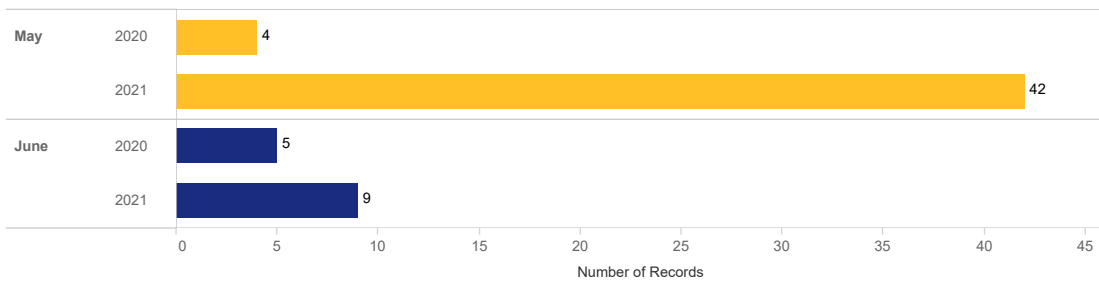
Pax Complaints by Originating City



Pax Complaints by day

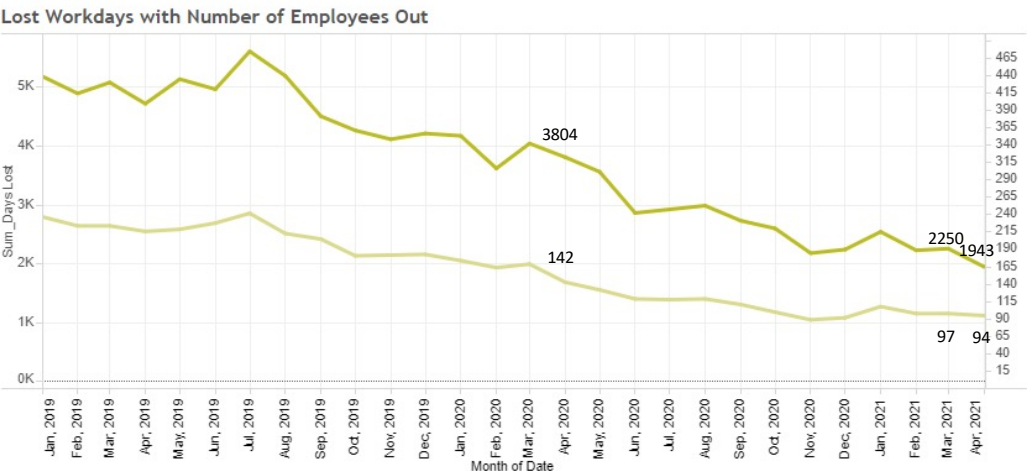


Year over Year Customer Complaints

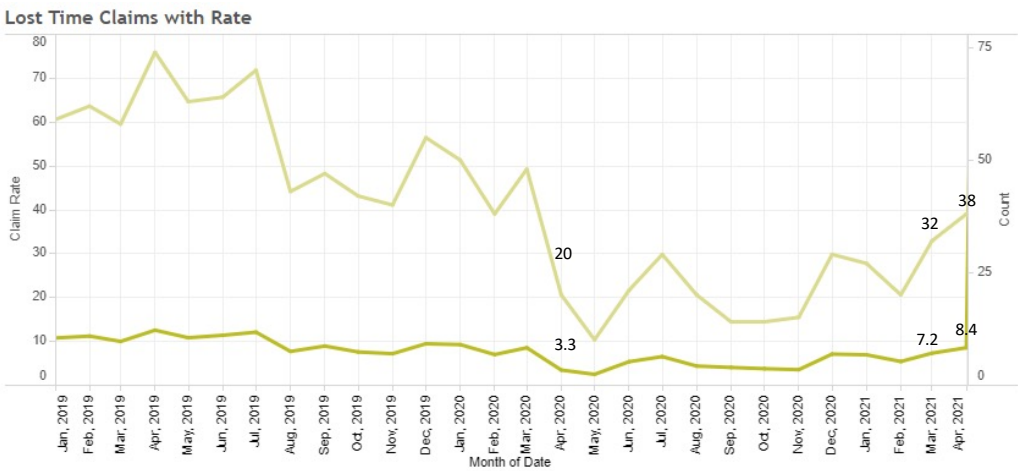


Current Occupational Injury Data:

Lost Workdays



LTCCR



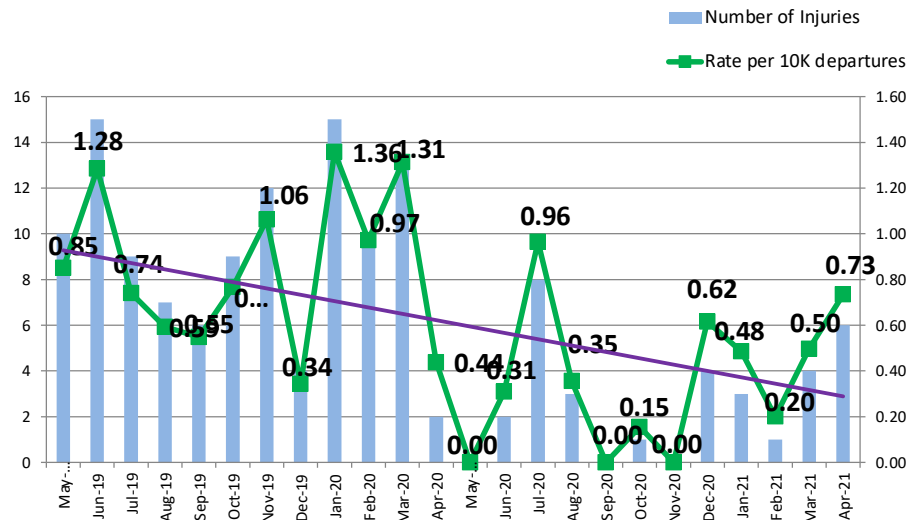
OSHA Recordable (Inflight)

	Date_of_Loss__c / 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	29	25
March	82	71	100	33	44	37
April	79	69	29	11	50	36
May	89	61	8	9	60	29
June	80	80	42	21		
July	83	68	39	48		
August	66	46	36	26		
September	74	50	32	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	174	77
Other	301	171	62
Slip/Trip/Fall	267	129	86
Carrying/Lifting	162	66	44
Pushing/Pulling	104	49	25
Collision	47	27	10
Weather	64	16	3
Contact with object	42	29	9
Caught In/Between	46	15	13
Inhalation	48	19	3

Flight Attendant Turbulence Injuries



CONFIDENTIAL AND STATUTORILY PROTECTED Dissemination, distribution, copying or use outside the FAA without the prior written consent of Southwest Airlines may be a violation of federal law and is strictly prohibited.

OSHA 300 Log Email Distribution to DEBM's Completed

Open Discussion Items:

Max Update

- There are currently 65 Max 8 aircraft in revenue service (our original 34 that were grounded in 2019 and 31 newer production Max 8's).
- Due to the production change caused electrical grounding issues, we currently have 1 newer production Max 8 out of service awaiting modification by Tech Ops.
- Southwest ordered an additional 34 737 Max 7 aircraft, all for delivery in 2022. These aircraft are in addition to the 200 Max 7's orders on the books.
- Southwest's current 737 Max delivery schedule:

Year ↕	MAX 7 Deliveries ↕	MAX 8 Deliveries ↕
2022	64	0
2023	30	0
2024	30	0
2025	30	0
2026	15	15
2027	15	15
2028	15	15
2029	20	30
2030	15	45
2031	0	10
Total	234	130

- Current 737 Max Options:

Year ^	Old Options ↕	New Options ↕
2022	42	40
2023	38	70
2024	40	56
2025	40	56
2026	40	40
2027	30	6
2028	30	0
2029	10	0
Total	270	269

Coronavirus Update:

Current COVID-19 U.S. Stats as of 12JUN21:

Mortality Rate: 1.792%



Scheduled and Standing Meetings:

- June 3, 10, 17, 24, 2021 – Safety and Regulatory Compliance Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria
- June 2, 9, 23, 30, 2021 – Top 5 Catch-up Teleconference
- June 4, 2021 - Onboard Service Update with Mindy Rissmann, Helen Greer and Randall Miller
- June 15-17, 2021 - Executive Boards, Dallas, TX
- June 7, 8, 2021 – Convention Delegate Special Membership Meetings
- June 24, 2021 – Health and Safety Coordination (HASC) Teleconference with Inflight Safety and Regulatory Compliance
- June 11, 2021 - SWA Union Coalition Meeting with Lyn and Corliss
- June 18, 2021 - ASHRAE SSPC 161 Summer Meeting via Google Meets