



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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JULY 2021 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
CHRC published a Juneteenth article on the Official TWU Local 556 Facebook Page. Pamila sent Juneteenth graphics to the Domicile Executive Board Members to share on social media. Pamila would like to thank Education Committee Co-Chairperson Angie Kilbourne for creating the Juneteenth graphics. Pamila worked with Orlando Shop Steward Gisela Alvarez on the proposal for the 23rd Annual Labor Council for Latin American Advancement (LCLAA) National Membership Convention to present to the Executive Board (EB). CHRC would like to thank the EB for approving the budget to send Local 556 Members to this years conference. Pamila attended the TWU International Working Women's Committee Meeting (WWCM) on June 30. The WWCM agenda included; Future endeavors for the TWU Women's Committee, and a Power Point presentation, "Women's Health Issues at Every Stage" presented by Dr. Carmelita Eburuche.	

Report From:	CISM
Submitted Report:	

The CISM Team responded to a total of 107 events and assisted 170 Flight Attendants during the month of June.

Below is a breakdown of the type of Incidents we handled.

Aircraft Incident 1

Assault 3

Crew Member Harassment 1

Crew Member Illness 1

Death on Board 2

Debriefing - Team Member 4

Declared Emergency/Prep Cabin 1

Diversion 1

FADAP Team Referral 3

FA Death 2

FA Death - Calls Related to 2

FA Death of Family Member 11

FA Illness 1

FA Injury 6

Fear of Flying 2

Illness of Family Member/Caregiver Stress 1

Incident on RON 6

Mask - non-compliance 7

Passenger Medical 13

Passenger Misconduct 9

Personal Issue 27

Smoke or Fumes in Aircraft 1

Suicide of a Family Member 1

Turbulence 1

Total 107

FAs Assisted 170

Report From:	Communications
Submitted Report:	

- **Communication Emails Sent**

- Open Call for LODO Chairperson
- TWU Local 556 Executive Board Training and Swearing-in 2021-2024
- Unity - Spring 2021 Edition
- TWU Local 556 Special Meeting Registration Information Reminder
- Voluntary Insurance Benefits 2021 (1 of 2)
- Together We are 556 Video
- Voluntary Insurance Benefits 2021 2nd Notice (2 of 2)
- Irregular Operations
- 26th TWU International Convention Delegate Candidates
- Irregular Operations Video
- Irregular Operations Frequently Asked Questions
- Aviation Coalition Letter
- NT Update #45
- Emergency Sick Call Procedures and Irregular Operations
- IROPS Havoc: Solutions Needed
- Questions Regarding Premium Pay
- E-Connection LAX
- E-Connection MCO/FLL
- E-Connection PHX
- E-Connection PHX Special Edition
- E-Connection MDW
- E-Connection DEN
- E-Connection BWI
- E-Connection ATL

- **Managed TWU Local 556 social media outlets.**

- Most email campaigns had a corresponding Facebook post
- President Montgomery's Media Interviews
- Southwest Airlines 50th Birthday Facebook post/graphic
- Father's Day Facebook posts/graphics
- PRIDE
- Juneteenth

- Website updates (i.e.: page/committee updates, home page background image, etc.)
- Website postings for each email campaign sent - Ashley receives ongoing training from Tech Services in regards to website postings and will be handling website content for Communications moving forward.
- 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:	

Committee on Political Education Report

June 2021

- Communication to Members about Joint Coalition letter to Attorney General Merrick Garland
- Brought Maria Teresa Hank on for help with affiliates.
- Plan for Open Call (AFL-CIO, CLC and State Conferences)
 - o Contacting all affiliates (Below)
 - o Draft of “Letter of Interest”
- Met with Matt Hettich – International Legislative and Political Representative – 7/1
 - o Airline Assault Legislation
 - o California Labor Code Changes
 - o COPE Town Hall
- Met with Latonia Paul-Benoit for the current list of delegates.
- Registered Delegates for Texas AFL-CIO Convention
 - o Dedra Bass
 - o Render Marsh
 - o Drew Kennedy
 - o Jonathan Williams
- Sent out information to the Delegates for Nevada AFL-CIO Convention/Registered
 - o Maria Teresa Hank
 - o Bryan Orozco

Senate Legislative: Airline Crewmember Protection Act

Title: To protect airline flight crew members by banning abusive aircraft passengers from commercial aircraft flights, and for other purposes.

DEFINED: In this Act, the term “abusive aircraft passenger” means any individual who, on or after March 13, 2020, engaged in behavior that resulted in—

- (1) the assessment of a civil penalty for assaulting, threatening, or intimidating a crewmember in violation of section 121.580 of title 14, Code of Federal Regulations or for engaging in conduct prohibited under section 46318 of title 49, United States Code; or
- (2) a conviction for a violation of section 46503 or 46504 of title 49, United States Code

REFERRALS: The Administrator of the Federal Aviation Administration [or the Attorney General] shall provide the identity of all abusive aircraft passengers to the Administrator of the Transportation Security Administration.

BANNED FLIERS:

(a) List. —The Administrator of the Transportation Security Administration shall maintain a list of abusive aircraft passengers.

(b) Effect of Inclusion on List. —Any individual included on the list maintained pursuant to subsection (a) shall be prohibited from boarding any commercial aircraft flight until such individual is removed from such list in accordance with the procedures established by the Administrator pursuant to section 5.

RULEMAKING: Not later than 60 days after the date of the enactment of this Act, the Administrator of the Transportation Security Administration shall publish a notice of proposed rulemaking in the Federal Register that proposes, and not later than 180 days after the date of the enactment of this Act, the Administrator of the Transportation Security Administration shall publish a final rule in the Federal Register that describe—

(1) the handling of referrals pursuant to section 3 and the method by which the list of banned fliers required under section 4(a) will be maintained.

(2) the procedures for removing the names of individuals who were erroneously included on such list; and

(3) the circumstances under which certain individuals rightfully included on such list may be removed from such list not earlier than 1 year after being added to such list, including the procedures for such removal.

INELIGIBILITY FOR TRUSTED TRAVELER PROGRAMS: All abusive aircraft passengers are ineligible to participate in—

(1) the Transportation Security Administration’s PreCheck program; or

(2) U.S. Customs and Border Protection’s Global Entry program.

SAVINGS PROVISION: Nothing in this Act may be construed to limit the authority of the Transportation Security Administration or of any other Federal agency to undertake measures to protect passengers, flight crew members, or security officers under any other provision of law.

California Labor Code Changes Report

On June 30 and July 1, Transport Workers Union International Members Matt Hettich (556), Sam Wilkins (556), Klarissa Principe (577), Derek Moore (502), Chris Avila (555) along with Association Professional Flight Attendants (APFA) FA Member Allie Malis and Air Line Pilots Association (ALPA) Member Andy Hobin discussed issues impacting Crew Members in the State of California since the recent decision in *Bernstein v. Virgin America, Inc.*, No.19-15382 (9th Cir. 2021). The decision held that meal and rest breaks must apply to flight attendants and pilots based in California. The political union activists met with the Honorable Anthony Rendon, Speaker of the California State Assembly and California State Senator Nancy Skinner to discuss the need for protections from what is commonly referred to as “carve outs” that would give way for Airlines to not have to bargain over meal and rest breaks.

Sam Wilkins, Klarissa Principe and Allie Malis, all testified to the fact that there are no current protections for meal and rest breaks, for Flight Attendants, in our respective contracts. Due to the dynamic nature of our jobs, there is no set schedule of periods of time for meal and rest breaks. Sam Wilkins testified “Our only right under the Railway Labor Act is the right to bargain. Now airlines and their corporate lobbyists want to take away that right to bargain over the new meal and break requirements.”

On June 24, 2021, Transport Workers Union International, along with Air Line Pilots Association, Association of Flight Attendants - CWA, Association of Professional Flight Attendants, California Conference of the International Association of Machinists and Aerospace Workers, California Labor Federation, California Teamsters Public Affairs Council, Communications Workers of America and Transportation trades Department, AFL-CIO sent a joint letter to the Honorable Toni Atkins California State Senate Pro Tem and the Honorable Anthony Rendon California State Assembly Speaker encouraging them to strongly oppose any exemption or exclusion from California’s meal and rest break requirements under California labor code section 512 with regard to airline workers.

In the coming weeks, we will be furthering our efforts to ensure that every airline worker in the State of California is protected, with plans to hold virtual lobby days and a media campaign.

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 currently working on.

- Building Affiliated AFL – CIO Delegates List
- Building Affiliated Central Labor Council Delegates List
- Planning Townhall
- COPE Strategic Plan
- Language for All - Call for Letters of Interest

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

Report From:	Education
Submitted Report:	
The Education Committee met multiple times in June due to the Company's multiple meltdowns. The Committee created an Irregular Ops Frequently Asked Questions document to assist Members who experienced illegal duty days, short rest, were stranded, etc. The Education Committee collaborated with the Communications Committee to create e-mail blasts sent out to Members. Posts made to the Official TWU Local 556 Facebook Group include: a quick link to the 101s regarding Duty Day, Rest, Additional Flying, the extension of Secondary Bidding, and graphics about the Emergency Sick Call Procedures (ESCP). This information was shared across multiple Facebook Groups to ensure a greater reach of Members. Co-Chairperson Amanda Gauger continues to add and remove members from the Official TWU Local 556 Facebook Group. The Group currently has 8,139 Members. Co-Chairperson Angie Kilbourne created Juneteenth graphics for the Civil and Human Rights Committee. Members of the Committee answered countless questions via e-mail, phone, text, Facebook during the multiple days of extreme irregular operations and ESCP. Additional projects being worked on include: content for a weekly contract education e-mail, Productivity Pay, the history of the Emergency Sick Call Procedures.	

Report From:	FADAP
Submitted Report:	
The Team has continued to do the weekly phone meetings and Zoom meetings Tom Spillers has continued to do the weekly Peer support meeting Natalie Salser has stepped down as Co-Chair of the Team	

Report From:	Grievance
Submitted Report:	

July 2021 Grievance Report

TOTAL NUMBER OF GRIEVANCES:

335 total grievances:

27 terminations
37 group grievances
43 non-term disciplinary
101 Attendance
127 individual contract

Total Contract Grievances on file: 164

Total Discipline Grievances on file: 171

Settled and Withdrawn Report:

Thirty-one grievances were settled; of those eight were settled at the Step 2 level, twelve while preparing for Executive Board review, seven at the SWA Preliminary decision stage, and four at a grievance meeting. Forty-two grievances were withdrawn without prejudice and one Flight Attendant released the Union to proceed on her own.

Of the one hundred and one Attendance grievances, forty-eight are No-Shows, six Unable to Contact, twenty-four Failure to Report, seven Sick Leave 1, one SLA, one Sick Leave Training, two MBL, and twelve No-Show Training.

The forty-three non-term disciplinary grievances consist of: twenty-three written warnings, six final written warning, twelve thirty-day suspensions, one fifteen-day suspension, and one under the “other” category.

Fact-Finding Meetings:

Fifty-eight fact-finding meetings were held in the bases, in June 2021.

Chat Apps

2,506 chat app messages received the month of June.

Board of Adjustments:

FA July 20, 2021

FA July 22, 2021

Arbitration Schedule:

Group Grievance-*Settled*.

FA-Brief submitted.

FA-*Settled*.

FA-Brief being prepared.

FA-*Settled*.

FA-Scheduled for July 28, 2021.

FA-Slated.

FA-Slated.

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

FA: Written Warning Class 2.13

Upcoming Grievance Meeting: The Union and Management have a meeting scheduled July 29, 2021.

Report From:	LODO
Submitted Report:	
July 9, 2021 LODO Subcommittee Report ~submitted by LaShaye Hutchinson There is not much activity for the LODO program for the July report. The Subcommittee continues to get feedback from LODOs in the program on enhancements. Many of the ideas surround technology changes to the program. There is no update on the Open grievances on file. Brandon Hillhouse and Kevin Allen are planning a meeting to discuss. AUGUST schedules and beyond The August LODO schedule should look very similar to the JULY schedule. SWA is anticipating the majority of the LODO pairings and lines will be in BWI, DEN, FLL, HOU, MCO, and MDW with the possibility of some additional pairings/lines in other bases. There is the potential of more international growth during the later summer months. SWA communicated to the LODOs to stay tuned for more updates on any newly added LODO destinations or overnights. Report attachments: August Bid line awards- No attached, because not loaded to SWALife at the time of this report August 2021 Seniority List July 2021 LODO Open time Calendar as of 06/17/20	

Report From:	MOBORG
Submitted Report:	
Mob/Org has been busy this month working on the Committee Chair training that will take place July 15th and 16th. The training will bring all of the committee Chairs to Dallas for a 2 day training and strategic planning session. The training will culminate in a planning session that Mob/Org will facilitate	

and the results will be tracked and supported by Mobilization as a core mission of the committee. We will develop a master calendar of events based on the training and strategy session outcomes and support for the committee will be ongoing. Mob/Org also planned a mobilizing effort that centered around the lack of support and resources for our Members during the technology failure and ESCP implemented by Management this month. That plan included coordination with Tech Services, Communications and Education committees. That plan was placed on hold as a result of the reversal of course by management but we are prepared to launch the calls to action should the need arise again.

Report From:	New Hire
Submitted Report:	
Joe reports he will attend the New Hire talk for Class 430 on July 12, 2021. This is the first of three Inflight classes Southwest Airlines has announced so for for 2021. Joe would like to thank Vice-Chair Bryan Orozco for his help and support. Bryan has reached out to Flight Attendants that are interested in helping with the New Hire Committee and has brought them into the fold. Joe would also like to thank the Executive Board for approving a budget to handle the upcoming costs.	

Report From:	Other
Submitted Report:	

BYLAWS COMMITTEE

- July 7, 2021 - Prepared Documents for TWU 556b Bylaw Committee Meeting
 - Bylaw Comparison Documents -
 - Attended TWU 556 Bylaw committee meeting
- In-depth review of :
 - Current Constitution
 - Other Locals
 - Local 556 Previous Bylaw amendments with History
 - Revisions
 - TWU International Recommendations / Requirements
 - Plan of Action
 - Next Meeting dates
 - Notification to Members
 - Task delegation
- July 8 - 9, 2021 - Attended TWU 556 Bylaw Committee Meeting
 - L Montgomery
 - M Massoni
 - C King
 - A. Breuer
 - D Keith
 - L Lehman
 - D Kirtley
 - J Dalak
 - B Fitzhugh
 - R Marsh

Report From:	Professional Standards
Submitted Report:	

Professional Standards Activity Report For June 2021

Company Policy	2
CRM	6
Employee Relations	1
F.A.R.s	1
I.R. Filed	7
Internal Peer Support	7
Not Taken	3
Pilot Issue	3
Unprofessional Behavior	2
Withdrawn	2
In Progress	2
Total	36
Positive Resolution	16
Negative Resolution	01
Unresolved	17
In Progress	02
Total Team Volunteered Hours	26

*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 calls

Source:

Phone	32
Pilot	02
Referral	02

Base Information:

ATL	1
BWI	3
DAL	3

DEN	8
HOU	5
LAS	2
LAX	3
MCO	1
MDW	3
OAK	6
PHX	1

Report From:	Safety
Submitted Report:	
Please see the July 2021 Safety Team Report attached in the "Files" section.	

Report From:	Satellite Base
Submitted Report:	

Executive Board Satellite Base Test Report – July 2021

June 23, 2021 Weekly Ops Call/Satellite Base Update

In Attendance

TWU 556: Xander Ricker & Gayle Middleton

Company: Lindy Johnston, Cetta Larabee, and Sara Hill

Summary:

May 2021 metrics were discussed

■ May 2021 brought an increased demand for travel compared to May 2020. It also

had the highest travel demand since the onset of the COVID-19 pandemic.

■ Average Days Flown significantly increased from May 2020. AUS was above pre-

COVID levels, and Non-Satellite Bases were up to pre-COVID levels.

However, FLL

has yet to catch up fully.

■ The count of reroutes triggered by Satellite Base pulls was up year-over-year and

surpassed the count of reroutes that were seen pre-COVID in May 2019.

■ Average Sick Days in May 2021 increased across all bases with FLL above pre-COVID levels.

Report From:	Scheduling
Submitted Report:	

*The number of line positions that a Flight Attendant could be awarded for the month of August increased by 43 **line positions**, from 9,076 in July to 9,119 in August. The Scheduling Committee left 1,937 positions in open time for the month of August. Active seniority list decreased 260 people from 14,910 in July to 14,650 in August*

The Committee for the month of August wrote an average of 70.48% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a increase in purity from July by .37%. 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 100.78 TFP average work days were 14.36. The contractual numbers above do not include the two satellite bases of FLL and AUS.

The AUS Satellite base had an average of 60.34% pure lines, 28.45% weekend off and 33.62% lines containing 3-on/off or 48-hour breaks. The average lines paid 105.35 tfps.

The FLL Satellite base had an average of 44.76% pure lines, 22.86% weekend off and 44.76% lines containing 3-on/off or 48-hour breaks. The average line paid 105.44 tfps.

The Line Writers for August Primaries were: Lisa Trafton, Sheri Tyler, Rebekah Knox and Xander Ricker.

The Line Writers for August Secondary Lines were: Doreen Argyropoulos, Sheri Tyler, Shelley Taylor and Xander Ricker .

The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.

Spoke with Grievance Team, Scheduling and Planning to have report times adjusted on Hawaii pairings.

Report From:	Scholarship
Submitted Report:	

Scholarship Chairperson Genesis DaVoy worked with Madeleine Howard in order to obtain all of the submitted applications and received them in paper format through mail. Genesis scanned and converted all applications to pdf files so that they could be accessed in digital form. President Lyn Montgomery designated Board Member at Large Renda Hobbs-Marsh to serve as her stand-in for the selection committee. Genesis DaVoy appointed Dr. Clark Jones professor at Texas Christian University to serve as the last panelist. With assistance of liaison Alison Head, Genesis was able to adjust her schedule so that selection discussion would make the deadline. Chairperson DaVoy coordinated with panelists Renda Hobbs-Marsh and Dr. Clark Jones to review and award each of the scholarships.

The Robert “Trebor” McDowell-Akins scholarship received seventeen applications, the Madeleine Howard scholarship had six applicants, and three applications were received for both the Paul Gaynor and Gwen York scholarships.

Report From:	Shop Steward
Submitted Report:	

Shop Steward Committee Report

June 2021

Damion West – Chairperson

Drew Shy – Vice Chairperson

Melissa Grube – Vice Chairperson

Timeline for Training

Per our Bylaws Shop Steward training must occur within the first 45 days of the term beginning, October 11th is the 45th day. Shop Steward Training Potential Dates Sept 27 – 30, Oct 4 – 8, Committee will meet to narrow dates within the next week or 2.

Shop Steward Training Preparation

- Budget Proposal for Training (Present to the Executive Board)
- Proposal for Shop Steward Code of Conduct (Present to the Executive Board)
- Shop Steward Accept/Decline letter
- Developed Shop Stewards spreadsheet
- Shop Steward Handbook
 - o Being Reviewed by Grievance Leaders
 - o Working on cover ideas

Shop Steward Committee Communication – First Committee Newsletter

- June Statistics
- Membership Meeting/Election
- Committee Introduction
- Special Thanks to Lucy White-Lehman for her hard work and dedication to the Shop Steward Committee

Report From:	Survey
Submitted Report:	
VeAnne reports at the request of President Montgomery, she created and sent out an IROPS/ESCP Survey. This survey covered situations that may have occurred while flying during technical issues (including the 3rd party weather and SWA own tech issues). It also covered the 2 Emergency Sick Call Procedure periods. The survey was sent out July 1st and ran through July 7th.	

Report From:	Uniform
Submitted Report:	
As newly appointed Committee Co-Chairs we are excited to get to work. We look forward to our official training in mid-July and getting the ball rolling. We have already done a little research and answered a few email concerns from our peers. We already see a few things that need research and hope to have answers to give to our Co-hearts. A few of the member concerns expressed via email were; * Male Blazer being limited and offered similarly to the rebel jacket. * The wrong items being received from Cintas. * Uniform pieces were due to improper packaging. * Back orders taking longer than usual on the men's vest and women's signature dress. * New material being offered with the grey dress We've made connections with our Union-Uniform Committee Liasons, as well as the Company's-Uniform Committee Liaisons. We're hoping to come together to work on some Uniform solutions and potential changes to the current uniform pieces.	

Report From:	Veterans
Submitted Report:	
Veterans Committee Report (June 2021) Danette Y. Foster reports that she and Wayne Tipton, Vice-Chairperson had a conference call on June 6, 2021 to introduce themselves to each other and to discuss current and ongoing projects of the Veterans Committee. Wayne advised Danette that since COVID-19 many of the planned activities the Committee would usually participate in have been postponed or canceled; he does however, still work with his local USO. The TWU International Veterans Committee meeting for the third quarter is projected to take place in	

September. Danette and Wayne will both be attending the Committee Training in Dallas on July fifteenth and sixteenth and will later have a meeting to brainstorm and pinpoint projects they will continue to participate in as well as new ones they want to start implementing. The Veterans Committee continues to honor and support veterans and their families.

Report From:	WISE
Submitted Report:	
● June 30, 2021 - TWU International Working Women Committee Meeting ○ Attended TWU Working Women Conference June 20, 2021, 6 - 8 PM CST ▪ P Forte ▪ C Miller ▪ A Wilhelm ▪ R Marsh ● Submitted Payroll request for Committee Attendees ● Welcomed and Corresponded with Vice-Chairs regarding Committee Chair Training to be held in July 2021 ● Prepared WISE Committee Report for Executive Board Review and Approval My name is Karla Braxton, an 18-year flight attendant, based in Atlanta, Georgia. Thank you to the Executive Board for appointing me as Vice-Chairperson of the Women's Issue Service and Education Committee. I look forward to working with Chairperson Renda Marsh and Vice-Chairperson Ashley Wilhelm to continue the great work of TWU 556!	