



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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AUGUST 2021 COMMITTEE REPORTS

Report From:	CISM
Submitted Report:	
The CISM Team has been increasingly busier over the last few months. During the month of July, we handled a total of 120 Incidents called into our hotline and spoke to 217 Flight Attendants. The CISM Team spoke to the new hire class of Flight Attendants and will continue speaking to each class that attends training. Below is a list of the type of events we handled as a team and the total events. We sadly lost four of our co-workers during the month of July. FA Assault 4 COVID-19 1 Crew Member Harassment 2 Crew Member Illness 1 Death on Board 2 Debriefing - Team Member 3 FA Death 4 FA Death of Family Member 10 FA Illness 7 FA Injury 5 FA Involved in Incident - Off Duty 2 Illness of Family Member/Caregiver Stress 3 Mechanical 3 New Class Presentation 1 Other 1 Passenger Medical 17 Passenger Misconduct 8 Personal Issue 39 Smoke or Fumes in Aircraft 1 Suicide Attempt/Intervention 2 Suicide of a Family Member 1 Termination/Fact-Finding 1 Turbulence 1 Van Accident (RON) 1 Total 120 FAs Assisted 217	

Report From:	Communications
Submitted Report:	
• Communication Emails Sent ○ IROPS and ESCP Survey ○ TSA Resuming Crew Member Self Defense Training Classes ○ 2021 Second Membership Meeting Notice ○ Voting Reminder - 26th TWU International Convention Delegate Elections ○ Response to Alan Kasher's Video ○ Hurricane Preparedness - Hurricane Elsa ○ Shop Steward Newsletter ○ Bylaws Committee ○ TWU Local 556 Board of Election 2021 - 26th TWU International Delegate Election Ballot Q&A ○ Flight Attendant Assaults ○ ESCP: A Journey Back in Time to Address Fact and Fiction ○ 2021 Annual Membership Survey ○ 9/11 Submissions ○ 2021 Delegate Election Results ○ COPE Save the Date - Virtual Town Hall ○ Message from Lyn: Congratulations to the Delegates ○ Message from Lyn: ESCP Round 3 ○ 9/11 Submissions Reminder ○ E-Connection LAX ○ E-Connection MCO/FLL ○ E-Connection PHX Special Edition/Parking ○ E-Connection DEN ○ E-Connection BWI ○ E-Connection DAL ○ E-Connection LAS ○ E-Connection LAS Special Edition/Parking • Managed TWU Local 556 social media outlets. • 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:	
<u>Committee on Political Education Report</u> July 2021 - Planned and sent out communication for upcoming Town Hall on August 13 - Working on a COPE Newsletter (Quarterly) - Maria Teresa Hank is still working to update current affiliates. - Plan for Open Call (AFL-CIO, CLC and State Conferences) - Contacting all affiliates (Update Below) - Draft of "Letter of Interest" - Currently working with TWU International Legislative and Political Team - Airline Assault Legislation - California Meal and Break Labor Changes - Changes to the Illinois Family Sick Leave - Delegates for Texas AFL-CIO Convention July 27 and 28 (Report Below Provided by Jonathan Williams) - Dedra Bass - Rendy Marsh - Drew Kennedy - Jonathan Williams - Delegates for Nevada AFL-CIO Convention Aug 23 - 25 - Maria Teresa Hank - Bryan Orozco - Spoke with Ben Kanfer, Deputy Finance Director - Sisolak for Governor, we spoke about Current Flight Attendant vaccine access and airline cabin assault. He also wants to keep a line of communication open between TWU 556 and the NV Governor's Office. I shared his contact information with LAS DEBM B. Orozco. Illinois Family Sick Leave July 6th Corliss King met with IL Labor and Legislative Leaders to discuss IL Family Sick Leave. Meeting was to brief the Speaker about both SB 645 and HB 4101 and a strategy for passing this legislation. Meeting attended by: - Tim Drea – IL AFL-CIO - Pat Devaney – IL AFL-CIO - Tim Murphy – TWU 512 - Celia Cody – CWA - Roy Soria – TWU 556 - Chris Welch – IL Speaker of the House - Joyce Mason – IL State Rep Senate Legislative: Airline Crewmember Protection Act (Pending Final Language) Will update when language is finalized. California Meal and Break Labor Code Changes (Update) On July 1, July 14, July 21 and July 30 Transport Workers Union International Members Matt Hettich (556), Sam Wilkins (556), Klarissa Principe (577), Derek Moore (502), Chris Avila (555), Josh Rosenberg (556) 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 <i>Bernstein v. Virgin America, Inc.</i>, No.19-15382 (9th Cir. 2021) with California State Representatives. 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 Speaker of the California State Assembly and California State Senator Nancy Skinner, California State Senator Cortese (Chair of the CA Senate Labor Committee) and California State Assemblyman Ash Kalra (Chair of the Assembly Labor Committee) 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, Josh Rosenberg 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.

On July 20, 2021, we received an update from TWU International Legislative Representative Matt Hettich that the 9th Circuit denied en blanc hearing for flight crew meal and break periods. There is still a process for Airlines to appeal.

On July 30, 2021, TWU State Conference meeting was held via zoom. In attendance were Chairperson Matt Hettich (556), Co-Chairperson Chris Avila (555) TWU Members Sam Wilkins, Josh Rosenberg (556) and Klarissa Principe (577). We held candidate interviews starting with a special election for Assembly District (AD) 18 Candidate Janani Ramachandran occurring on August 31, 2021. The Oakland International Airport is within AD-18 and TWU has a few hundred Members that live in the district. We asked specifically if she would support our fight for Rest and Meal breaks and she not only committed to supporting us but is also willing (if elected) to carry a bill, if need be. We also held candidate interviews for Rick Chavez Zbur AD-50 and Tony Thurmond (re-election) Ca. Superintendent of Public Instruction.

Other items discussed at the meeting California Meal & Rest Breaks: Campaign and future lobbying, Crew Member Assault Bill, and Flag of Convenience legislation status.

FAA Reauthorization Rulemaking

Upcoming session in November 2021, where items within the FAA Reauthorization of 2018 will go through the rulemaking process. Of note - there will be specific language mandating drug testing under DOT regulations for foreign aircraft maintenance stations. This has been a hard-fought battle to get regulations imposed in maintenance facilities outside of the United States. TWU has been on the forefront of this fight for several years. For further information please visit the TWU International website -

<https://www.twu.org/current-issues/foreign-aircraft-maintenance/>

This November 2021 rulemaking process for the FAA Reauthorization of 2018 gives us a great opportunity to Lobby the Department of Transportation for changes in the drug testing policy, which includes addressing non-regulated product that contain CBD and or THC/THCA. (Details to come)

Report From:	Education
Submitted Report:	
The Education Committee met throughout the month to discuss current and future projects. Co-Chairs Angie Kilbourne and Josh Rosenberg attended the Committee Chairperson training in Dallas on July 15-16. Posts made to the Official TWU Local 556 Facebook Group include: Vacation Bidding for 2022, a reminder that July 4th is a PIN Black Out date and the implementation of Emergency Sick Call procedures (ESCP). The Committee created a timeline of the ESCP as well as an ESCP Mythbusters to clear up incorrect information that our Members were hearing. This information was sent as an e-mail blast to the Membership. The Committee answered Member's questions through e-mail, text, phone calls and Facebook Messenger regarding the blast as well as many questions covering JA, the additional double time pay incentive offered through the rest of July and August, and other Contract related questions. Co-Chairperson Amanda Gauger continues to add and remove members from the Official TWU Local 556 Facebook Group. The Group currently has 8,142 Members.	

Report From:	FADAP
Submitted Report:	
Team Team has continued to do the weekly phone meetings and Zoom meetings Tom Spillers has continued to do the weekly Peer support meeting Some of the Team answered email questions on how we can best improve the Team Tom Spillers spent time doing face to face meetings with some of the Team members Tom Spillers spent time figuring out how to restructure the Team and what new ways to keep everyone involved Discharge calls where done by the Team Members All told there were hours upon hours of Jump Seat talk	

Report From:	Grievance
Submitted Report:	
<i>August 2021 Grievance Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 334 total grievances: 29 terminations 37 group grievances 38 non-term disciplinary 97 Attendance 133 individual contract <i>Total Contract Grievances on file: 170</i> <i>Total Discipline Grievances on file: 164</i> <u>Settled and Withdrawn Report:</u> Twenty-five grievances were settled; of those six were settled at the Step 2 level, seven while preparing for Executive Board review, nine at the SWA Preliminary decision stage, and three at a grievance meeting. Seventy-seven grievances were withdrawn without prejudice and one grievance was accepted by the Company. One grievance expired. Of the ninety-seven Attendance grievances, forty-seven are No-Shows, four Unable to Contact, twenty-one Failure to Report, nine Sick Leave 1, one SLA, one Sick Leave Training, two MBL, and twelve No-Show Training. The thirty-eight non-term disciplinary grievances consist of: twenty-one written warnings, five final written warning, ten thirty-day suspensions, one fifteen-day suspension, and one under the “other” category. <u>Fact-Finding Meetings:</u> Sixty-nine fact-finding meetings were held in the bases, in July 2021. <u>Chat Apps</u> 2,164 chat app messages received the month of July. <u>Board of Adjustments:</u> FA: <i>Company award</i> FA: <i>FA chose to Withdraw Grievance</i> <u>Arbitration Schedule:</u> FA-Brief submitted. FA-Brief being prepared. Company offered settlement.	

FA-*Settled*.

FA-Slated.

FA-Slated. *Settlement accepted*.

FA-Slated. *Settlement offered*.

FA-Scheduled for October 19, 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

FA: Written Warning Class 2.13

Upcoming Grievance Meeting: The Union and Management have a meeting scheduled August 19, 2021.

Report From:	Health
Submitted Report:	
Health Report - August Executive Board Meeting <u>ASAP</u> In 2021 YTD we have received 919reports. We have accepted 717 of these reports, excluded 79 and have 34 open reports. We continue to receive a record number of reports. There have been a record number of reports that state for a recommended change that the ASAP ERC counsel and discipline the FA that they wrote the report about. It is important that everyone knows that ASAP is a non-punitive safety program. We will not contact the Member they are complaining about unless it is a CFR violation. Even if we do reach out to the other Members involved, the ASAP program does not issue discipline or inform Management regarding the occurrence. Michael Massoni, Janah Dalak and I meet the new ASAP Manager; they flew in to be able to meet with us and to gather our thoughts on the program. There will be a new Company representative in the near future but we do have the alternates sitting in on meetings in the time being. We will be having a Risk Mitigation Training as well as an Administrative meeting with all ERC members (primary and alternates) involved in the meeting. Additionally, there will be an ASAP InfoShare in November that will be an in person meeting in November that we will be attending. <u>Health/Safety</u> Vaccine availability has increased exponentially – anyone that wants to be vaccinated has the chance 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. The CTF traffic has increase to an almost out of control status with the various companies requiring vaccinations as well as the DOT requirement causing panic with our Members. 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 until September 13. This does not mean the mandate will cease on the 13th; it means the Mandate will be re-evaluated.
- If you receive calls from Members that have had mask non-compliance or passenger misconduct, please refer them to the latest RBF that explains that the passenger does not need to be told multiple times they are non-compliant. This change was made to possibly lessen the level of conflict that can occur. They still do need to complete an IR. IR's are what initiate the FAA investigation into the issue. They cannot open an investigation without an IR though.
- 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. Turbulence injuries have been on the rise; we have had several Members injured in turbulence in the past several months.
- Since January 1st – July 12, 2021 there were 2,660 Operational Safety and Security Events

Covid-19/Corona Task Force

Please see the CTF Report that was submitted separately.

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. In less than a month's time 428 events were reported. All of these reports have to be read and vetted by the TWU Local 556 Safety Team. Many reports do not require action by our team as they do not involve our Members. The serious reports are followed up on.

- 2021 3753
- 2020 3183
- 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

ASAP Administration Meeting

ASAP Risk Mitigation Meeting

Attended the Chair Training in July

Report From:	MOBORG
Submitted Report:	
During the month of July MOB/ORG planned and hosted the Committee Training for the incoming 2021 - 2024 Committees Chairs, Co Chairs and Vice Chairs. Committee training was held on July 15th & 16th at the TWU Local 556 office with a social gathering the evening of July 14th to allow new and returning Committee Members to meet prior to the training sessions. Committee training provided an opportunity for all Committees to learn the administrative side of their Committee as well as focusing on their Committees' goals and visions for the next 3 years. At the end of the session each Committee presented their strategic plan to the entire group. Each Committee also spoke about their desire to support and collaborate with other Committees to work together serving our Membership.	

Report From:	Other
Submitted Report:	
<u>Corona Task Force Board Report for August 2021 Meeting</u> The CTF receives approximately 100 calls and emails a week; some weeks that number increases drastically. This variation is a result of news reports, CDC guideline changes and social media campaigns. Topics range from questions pertaining to vaccinations, how pulls are processed, how exposures are notified, what to do if you are exposed outside of work, what to do if you are not yet notified but your crew worker notified you, ESCP procedures with Covid symptoms and future letter of agreement protections. Pulls are complex and CDC guidelines are fluid which is a basis why Southwest Airlines currently does not publish pull procedures. Currently the CTF answers questions and emails Monday-Friday from 800-1800 CST. If Members email their questions, possibly they can be answered more expeditiously as there is much 'phone tag' when returning CTF calls and calls generally are lengthy in nature. We would like to thank the Executive Board Members and the team for answering member questions regarding Covid-19 as we know each situation is different and questions can be convoluted and confusing. On June 16th and June 17, 2021 Michele Moore, Health Chair and CTF Chair and Jannah Dalak, Safety Co-Chair and CTF member attended a comprehensive presentation by the Texas Labor Management Conference regarding Covid in the workplace. This presentation primarily from the viewpoint of the EEOC provided guidance on all aspects of Covid-19 and how it pertains to the laws governing the EEOC. Please see the links listed above for extensive information pertaining to a pandemic in the workplace. Following are some of the topics that were covered and some EEOC resources that are available. Leadership with Influence ● How to deal with difficult people. ● How to stay motivated by motivating others. ● You cannot lead by example if you are a bad example. Covid Guidance, Information and Application ● EEOC Resources	

1. EEOC www.eeoc.gov/coronavirus Covid-19 Ask the EEOC free recorded webinar with written transcript
2. EEOC www.eeoc.gov/transcript-March-27-2020-outreach-webinar What you should know about Covid-19, and the ADA, the Rehabilitation Act, and other EEO laws
3. EEOC www.eeoc.gov/wysk/what-you-should-know-about-covid-19-and-ada-rehabilitation-act-and-other-eeoc-laws (check here for updates)
4. Pandemic Preparedness in the Workplace and the ADA EEOC www.eeoc.gov/laws/guidance/pandemic-preparedness-workplace-and-american-disabilities-act

- Topics

1. Furlough and Layoff (special rules apply, no disparate treatment)
2. Direct Threat (What ADA allows and doesn't allow)
3. Disability Related Inquiries and Medical Exams

Report From:	Professional Standards																																												
Submitted Report:																																													
Professional Standards Activity Report for July 2021 <table> <tbody> <tr> <td>Company Policy</td> <td>8</td> </tr> <tr> <td>CRM</td> <td>5</td> </tr> <tr> <td>Hotel Issue</td> <td>2</td> </tr> <tr> <td>I.R. Filed</td> <td>6</td> </tr> <tr> <td>Internal Peer Support</td> <td>5</td> </tr> <tr> <td>Not Taken</td> <td>3</td> </tr> <tr> <td>Pilot Issue</td> <td>4</td> </tr> <tr> <td>Social Media</td> <td>2</td> </tr> <tr> <td>Unprofessional Behavior</td> <td>3</td> </tr> <tr> <td>Withdrawn</td> <td>4</td> </tr> <tr> <td>In Progress</td> <td>3</td> </tr> <tr> <td>Total</td> <td>45</td> </tr> <tr> <td>Positive Outcome</td> <td>23</td> </tr> <tr> <td>Unresolved</td> <td>19</td> </tr> <tr> <td>In Progress</td> <td>3</td> </tr> <tr> <td>Total</td> <td>45</td> </tr> <tr> <td>Total Team Hours</td> <td>42.5</td> </tr> </tbody> </table> *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: <table> <tbody> <tr> <td>Phone</td> <td>39</td> </tr> <tr> <td>TWU 556</td> <td>01</td> </tr> <tr> <td>Pilot PS</td> <td>03</td> </tr> <tr> <td>Referral</td> <td>02</td> </tr> <tr> <td>Total</td> <td>45</td> </tr> </tbody> </table> Base Information:		Company Policy	8	CRM	5	Hotel Issue	2	I.R. Filed	6	Internal Peer Support	5	Not Taken	3	Pilot Issue	4	Social Media	2	Unprofessional Behavior	3	Withdrawn	4	In Progress	3	Total	45	Positive Outcome	23	Unresolved	19	In Progress	3	Total	45	Total Team Hours	42.5	Phone	39	TWU 556	01	Pilot PS	03	Referral	02	Total	45
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ATL	2
BWI	7
DAL	2
DEN	4
HOU	7
LAS	6
LAX	2
MCO	5
MDW	4
OAK	5
PHX	1

Report From:	Safety
Submitted Report:	
Please see the attached (under files) August 2021 EB Safety Team report.	

Report From:	Satellite Base
Submitted Report:	
<u>Executive Board Satellite Base Test Report – August 2021</u> July 21, 2021 Weekly Ops Call/Satellite Base Update In Attendance TWU 556: Liz Howayeck, Brandon Hillhouse, & Mark Torrez Company: Lindy Johnston, Cetta Larabee, Sara Hill, Anne Oh, & Brendan Conlon <u>Summary:</u> June 2021 metrics were discussed • Average Days Flown increased year-over-year in all bases compared to June 2020. • The number of reroutes triggered by Satellite Base pulls in June 2021 was 4 times greater than June 2020. • Year-to-date all bases are at 4-year highs in terms of Average Sick Days. • The Company expressed concern regarding the trends and said that things would need to stabilize before they would even begin to explore the idea of opening any new Satellite Bases.	

Report From:	Scheduling
Submitted Report:	
<i>The number of line positions that a Flight Attendant could be awarded for the month of September decreased by 90 line positions, from 9,119 in August to 9,029 in September. The Scheduling Committee left 1,495 positions in open time for the month of September.</i> <i>The Committee for the month of September wrote an average of 70.18% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a decrease in purity from August by .3%. 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 95.48 TFP average work days were 13.92. 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 60.16% pure lines, 29.69% weekend off and 33.59% lines containing 3-on/off or 48-hour breaks. The average lines paid 95.8 tfps.</i> <i>The FLL Satellite base had an average of 18.35% pure lines, 3.67% weekend off and 66.97% lines containing 3-on/off or 48-hour breaks. The average line paid 96.98 tfps.</i> <i>The Line Writers for September Primaries were: Sheri Tyler, Shelley Taylor, Doreen Argyropoulos and Xander Ricker.</i> <i>The Line Writers for September Secondary Lines were: Doreen Argyropoulos, Shelley Taylor, Lisa Trafton and Xander Ricker .</i> <i>The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i>	

Report From:	Scholarship
Submitted Report:	
August 2021 Scholarship Report Scholarship Chairperson Genesis DaVoy, alongside Board Member at Large Renda Marsh and TCU Professor Dr. Clark Jones reviewed and discussed all Scholarship applications submitted for the 2021- 2022 academic year and agreed on the chosen recipients. Lydia Koehler, daughter to TWU Local 556 member Nancy Koehler is the recipient of the Madeleine Howard scholarship. The Robert “Trebor” McDowell-Akins scholarship was awarded to TWU Local 556 Member Debamitra Koshy. TWU Local 556 Member Lori Light was selected to receive the Paul Gaynor Scholarship, and the Gwen York scholarship was accepted by TWU Local 556 Member Jessica Greenbank. Genesis DaVoy expresses her gratefulness to the panelists for making the selection process easy and enjoyable, as well gives gratitude to her liaison Alison Head for assisting with sending out email correspondences to the recipients and those that did not receive a scholarship award. Scholarship Chairperson Genesis DaVoy reached out individually to each recipient to offer her congratulations and confirmed the eligibility requirements needed for the recipients to receive the Scholarship award. Genesis has been in touch with the Communications Committee to send out an official publication of Scholarship Awards to the TWU Local 556 Body and has also been working with Madeleine Howard to get the scholarships disbursed to each recipient’s college/university.	

Report From:	Shop Steward
Submitted Report:	
Shop Steward Committee Report July 2021 Damion West – Chairperson Drew Shy – Vice Chairperson Melissa Grube – Vice Chairperson Timeline for Training Shop Steward training dates set for the first week in October Shop Steward Training Preparation • Proposal for Shop Steward Expectation Letter • Shop Steward Accept/Decline letter completed and submitted to Tech Services • Coordinating with Communication Committee (John Long) on videos for training • Testing software (Election Runner) for Shop Steward Election ○ Several test with use of all TWU email addresses ○ Next test will include same control group, just use of personal email addresses • Shop Steward Shirts ordered • Shop Steward Union Pins ordered • Shop Steward Handbook ○ Working on cover ideas ○ Updating Content Shop Steward Committee Communication – 8/11/2021 Communication sent to the Members about the role of a Shop Steward	

Report From:	Survey
Submitted Report:	
VeAnne reports she created and sent out the Annual Membership Survey.	

Report From:	Uniform
Submitted Report:	
Uniform Committee report- August 2021 We conducted our first zoom meeting with the Company's Liaison in mid-July and was able to brainstorm on innovative ways to get our members involved with the uniform committee. We later presented our ideas on how we envision the committee's involvement with our members, great improvement ideas and suggestions on how to engage our members to bring more awareness around our committee. Our Face-to-Face meeting is set for August 10th with the company's liaisons, Tammi Fueling and Mike Sikes. We are excited and look forward to working closely with them in the future. We were able to resolve some of the issues centered around ordering pieces and shipping delays with the assistance of our company Uniform Liaisons. We have developed our Uniform Committee survey and we're working with VeAnne for a release date. We're planning to present some great incentives for those Flight Attendants that "knock it out the park" when adhering to the Appearance standards while in uniform. We want to shine a positive light on our Co-Hearts and display and uplift them. We're always here to help inform about the Uniforms and resolve any issues, but we also want to recognize a job well done when following The Uniform Standards.	

Report From:	Veterans
Submitted Report:	
Danette Y. Foster, Chairperson reports that she and Wayne Tipton, Co-Chairperson attended the TWU Local 556 Committee Training event in Dallas on July fifteenth and sixteenth. It was a great opportunity for them to meet Executive Board and Committee Members, to learn a little more about each group and to get ideas on how the Veterans Committee can work with the Executive Board and other Committees to accomplish their goals and to stay true to the Veterans Committee Mission that was established during this training session. While they have several goals to accomplish one of the main ones is to increase membership participation, which will also allow them to recognize Active Duty Personnel, Veterans and Military Families. Danette and Wayne along with their liaison Melissa Leyva, have been in discussions on how to get this accomplished and are actively working on materials needed to complete the required tasks. In addition, Danette and Wayne plan to start visiting bases in the Fall to introduce themselves and to share the Mission and Goals of the Veterans Committee. The Veterans Committee continues to honor and support Active Duty Personnel, Veterans and their Families.	

Report From:	WISE
Submitted Report:	
• WISE Committee Chair and Vice-Chairs attended Committee Chair Training in Dallas • Discussed the outlook for the Committee ○ adding Working Women back to the Committee Title ▪ Proposed TWU 556 Working Women- WISE ○ Strategic Plan for the next 3 months ▪ Upcoming Events • Spoke with CHRC Chair on establishing an active work relationship. ○ A. Wilhelm attended the CHRC and represented well much of the anticipated endeavors for the hope of future collaboration. • WISE Committee met mid-month to discuss October Breast Cancer items and how best to facilitate each base.	



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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: August 8, 2021
Re: August 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 - 75

ASAP Reports received 2021 Year-to-Date:	919
Accepted Reports Year-to-Date:	717
Excluded Reports to date:	79
Open Reports:	34
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:	13198

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 7/12/21 through 8/8/21 = 428
Emergencies Declared for Period = 22

2021 Year-to-Date = 3753

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: 7/12/21 through 8/8/21 = 23
 Open Reports = 0

Date of Call	Base	Recommendation	Base Recommendation	Base Final
07-30-2021	LAS		Paid - Operational Cause	Accepts Paid -
		Operational Cause		
07-31-2021	MDW		Non Paid - No Crew Member Report	Accepts Non Paid
		- No Crew Member Report		
07-31-2021	DEN		Paid - Operational Cause	Accepts Paid -
		Operational Cause		
07-31-2021	PHX		Non Paid - Nonoperational Cause	Declines Non Paid
		- Nonoperational Cause		
07-31-2021	DEN		Non Paid - No Crew Member Report	Accepts Non Paid
		- No Crew Member Report		
07-31-2021	DAL		Non Paid - No Crew Member Report	Accepts Non Paid
		- No Crew Member Report		
07-31-2021	OAK		Non Paid - Nonoperational Cause	Accepts Non Paid
		- Nonoperational Cause		
07-30-2021	LAX		Paid - Operational Cause	Accepts Paid -
		Operational Cause		
07-30-2021	MDW		Non Paid - Nonoperational Cause	Accepts Non Paid
		- Nonoperational Cause		
07-25-2021	DEN		Non Paid - No Crew Member Report	Accepts Non Paid
		- No Crew Member Report		
07-25-2021	BWI		Non Paid - Nonoperational Cause	Accepts Non Paid
		- Nonoperational Cause		
	MDW		No Decision Necessary - Informational only	
07-22-2021	OAK		Non Paid - No Crew Member Report	Accepts Non Paid
		- No Crew Member Report		
07-20-2021	BWI		Non Paid - No Crew Member Report	Accepts Non Paid
		- No Crew Member Report		
	PHX		No Decision Necessary - Informational only	
	MDW		No Decision Necessary - Informational only	
	DAL		No Decision Necessary - Informational only	
	PHX		No Decision Necessary - Informational only	
	MDW		No Decision Necessary - Informational only	
	MCO		No Decision Necessary - Informational only	
	DEN		No Decision Necessary - Informational only	
	HOU		No Decision Necessary - Informational only	

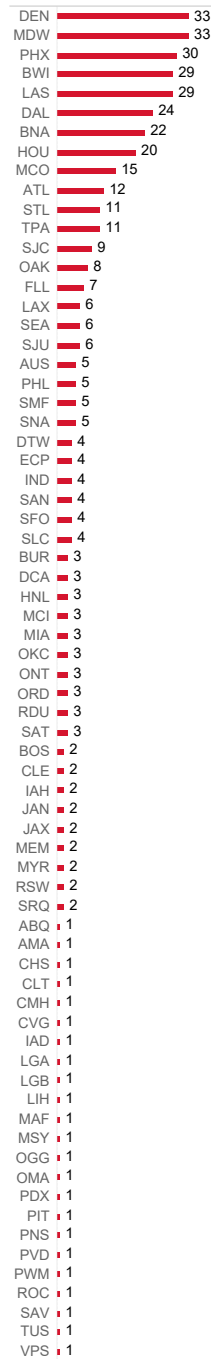
07-13-2021	DAL	Paid - Operational Cause	Accepts	Paid - Operational Cause
Fatigue Reports received 2021 Year-to-Date:			118	
Paid – Operational Causation Year-to-Date:			50	
Non-Paid – Operational Causation Year-to-Date:			1	
Non-Paid – Non-Operational Causation Year-to-Date:			17	
Non-Paid – No Crew Member Report Year-to-Date:			13	
No Decision Necessary - Informational Only Year-to-Date:			37	
Fatigue Reports received all of 2020:			45	
Fatigue Reports received for the life of the program:			219	

Hot Aircraft Event Reporting

Hot Aircraft Reporting Overview 26JUL21-01AUG21:

Hot Aircraft Overview 07.26.2021 - 08.01.2021

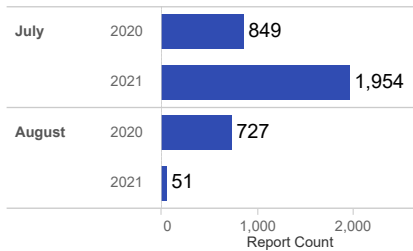
Hot AC Total by City



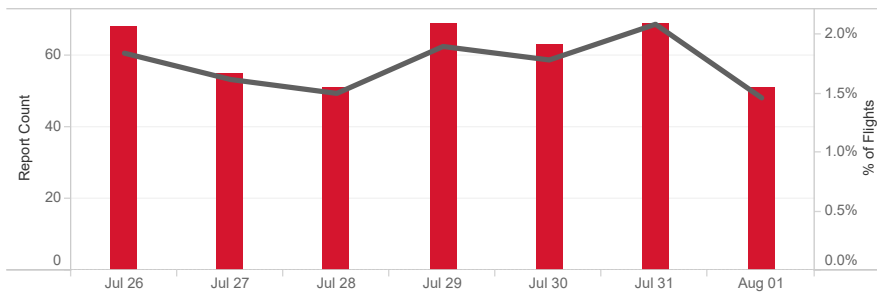
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	7/19/2021	7/26/2021	7/19/2021	7/26/2021
ACARS	350	378		8.00%
GO SOPI		1		
IF SOPI	5	2		-60.00%
Inflight Form	48	45		-6.25%
Grand Total	403	426		5.71%

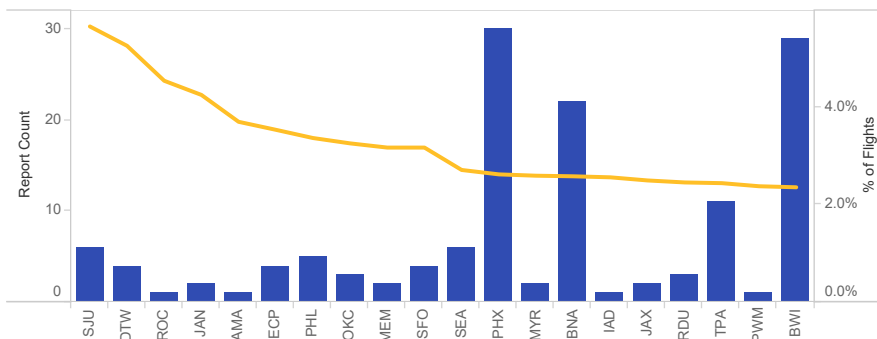
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



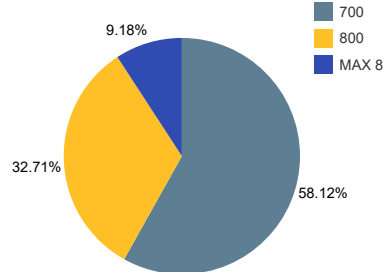
Stations - Top 20 Based on % of Flights



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	247	1.87%
800	139	2.14%
MAX 8	39	4.02%

**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

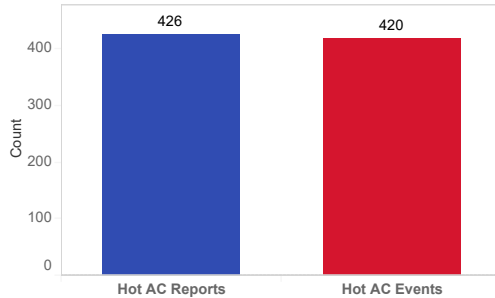
AC Number	
7888	6
8623	5
8739	5
569	4
936	4
8524	4
8533	4
8639	4
8664	4

Gates with three or more reports

Station	Gate	
PHX	C9	5
	C17	3
DEN	C32	4
	C31	3
MCO	125	4
SJC	27	4
DAL	9	3
LAS	B22	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.

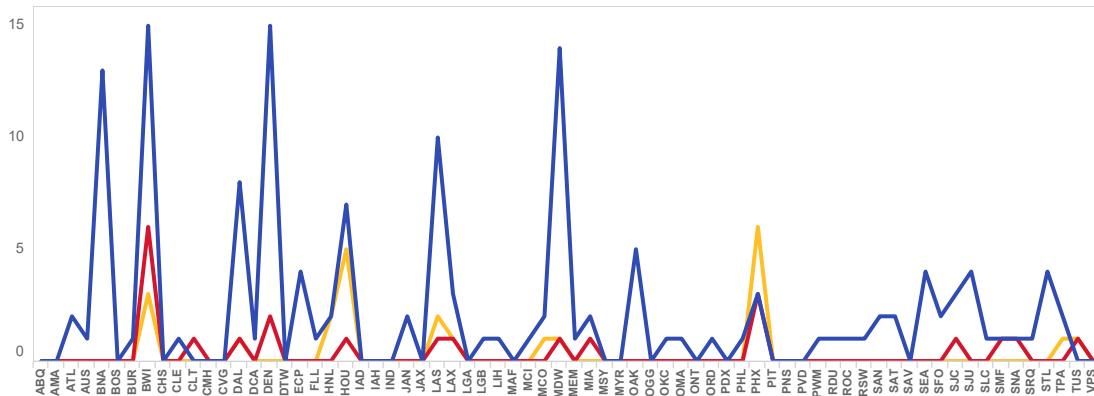


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	7/19/2021	7/26/2021
% Air Not Connected	44.86%	39.95%
% Ops Agent Not Present	6.00%	5.82%
% Ramp Agent Not Available	7.43%	6.35%



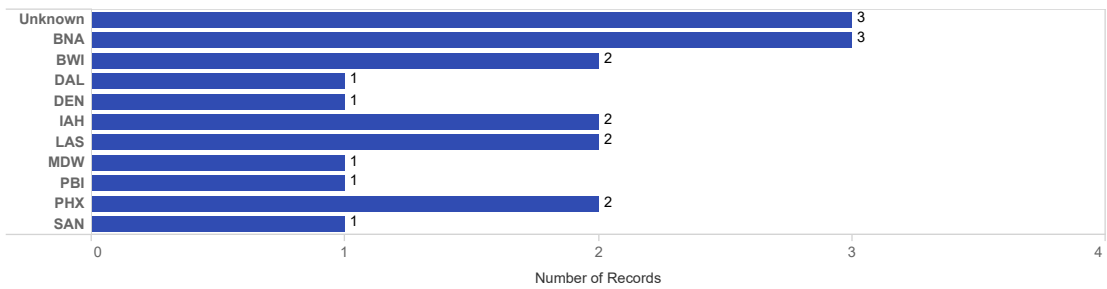
Good Job ACARS

Date	Flight Number	Station	Message
7/27/2021	698	SLC	GREAT JOB.
	3827	SJC	GOOD JOB.
7/28/2021	3227	SNA	GOOD JOB.

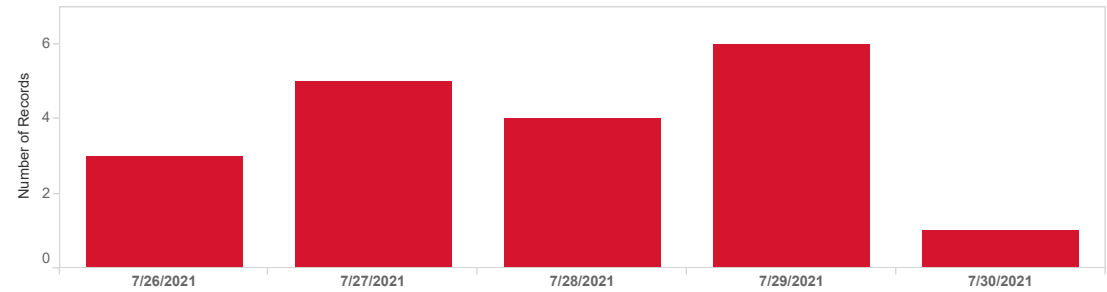
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 07/26/21 to 08/01/21

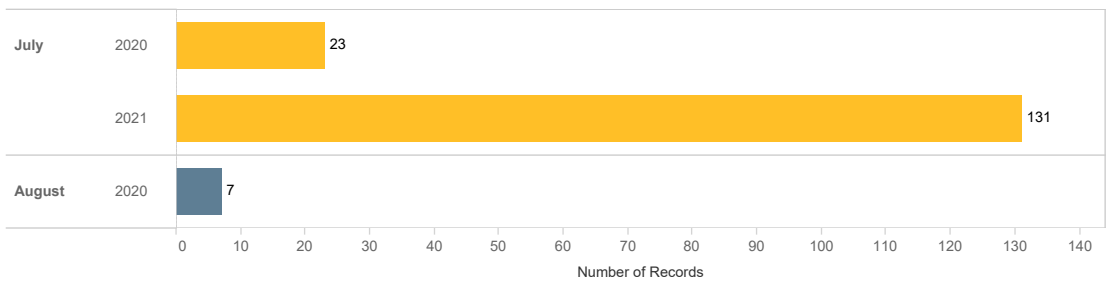
Pax Complaints by Originating City



Pax Complaints by day

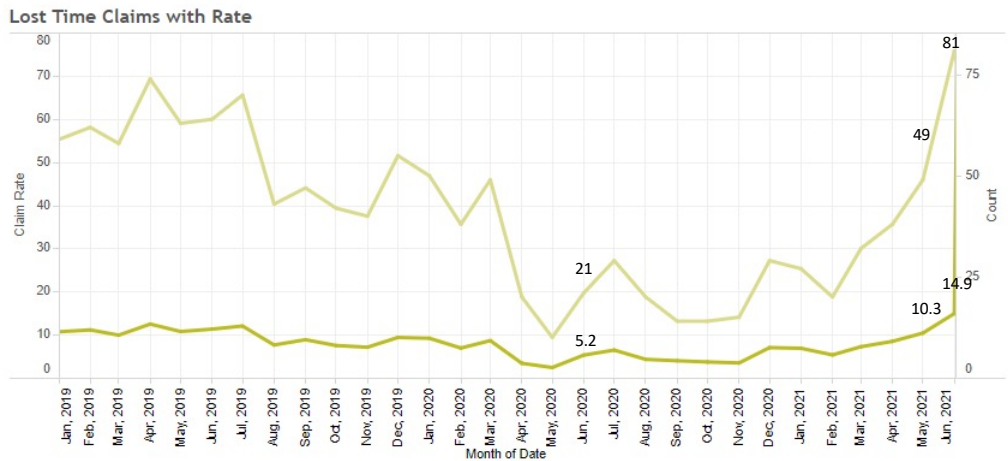


Year over Year Customer Complaints



Current Occupational Injury Data:

LTCR



Lost Workdays



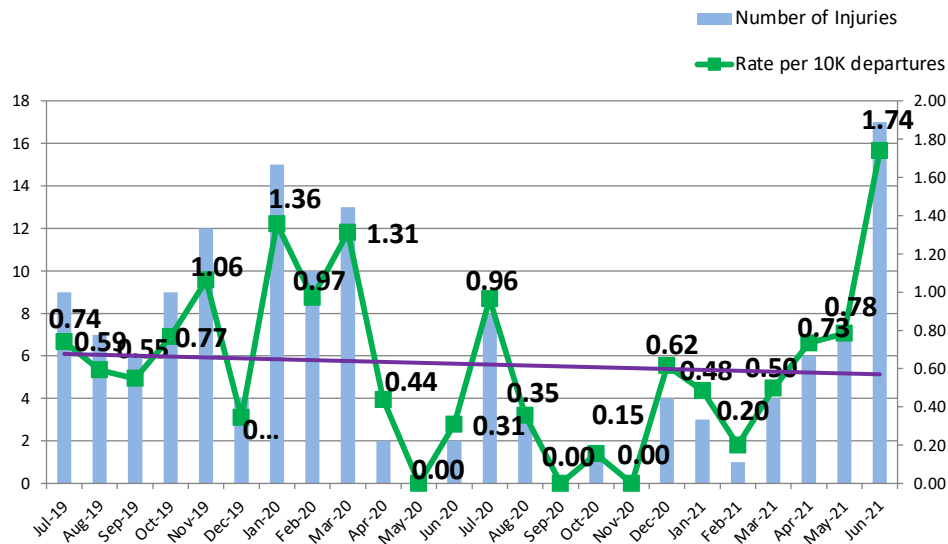
OSHA Recordable (Inflight)

	Date_of_Loss__c / OSHA Recordable					
	2019		2020		2021	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	86	59	84	52	36	61
February	81	71	77	39	29	25
March	82	71	100	33	44	37
April	79	69	29	11	49	37
May	89	61	8	9	51	53
June	80	80	42	21	78	45
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	110
Other	301	170	85
Slip/Trip/Fall	267	129	123
Carrying/Lifting	162	66	57
Pushing/Pulling	104	49	33
Weather	64	16	9
Collision	47	27	12
Contact with object	42	29	9
Caught In/Between	46	15	15
Inhalation	48	19	4

Flight Attendant Turbulence Injuries



Blue bars are the number of injures (medical or lost time in the workers comp system)

Green line is rate per 10K departures

Purple line is the trend line on the rate per 10K departures.

For June 2021 – 17 FA turbulence injuries, 15 occurred on long haul flights (>250NM), two (2) on short haul (SAT-DAL and ROC-BWI).

Comparing to last month - the number of injuries for June (17) is significantly higher than last month, May (7). Comparing to prior years - it's higher than June 2020 (2 injuries captured) and slightly higher than June 2019 (15, 1.28). Continue to see an increase in the injuries returning/surpassing the 2019 levels.

OJI “incurred” cost, or best estimate, for month of June is approximately \$168,000. For 2021 year to date approximately \$356,000.

Working to gather historic data for Inflight to do a deep dive in to the data.

OSHA 300 Log Email Distribution to DEBM's – Report will not be received till August 11, 2021. Will distribute on or after that date.

Open Discussion Items:

United/Frontier/Delta/Alaska Airlines Vaccination Mandate Comparison

- United
 - Employees will have 5 weeks after any of the 3 COVID-19 vaccines received FDA full approval or October 25, 2021 – whichever occurs sooner or face termination
 - Exemptions may be granted to those employees can prove they have religious concerns or medical conditions that preclude them from receiving the vaccine
 - AFA who represents UA Flight Attendants is in full support of the vaccine mandate
 - ALPA who represents UA Pilot has taken the position that UA should negotiate the matter with the Union
- Frontier
 - Mandate all employees be vaccinated by October 1, 2021
 - Employees that choose not to or are unable to get vaccinated will be required to provide negative coronavirus test results on a regular basis
 - AFA who represents UA Flight Attendants is in full support of the vaccine mandate
- Delta
 - Announced back on May 1, 2021 its vaccination mandate for all new higher employees
- Alaska
 - On August 1, 2021 mandated all employees declare whether they had been vaccinated or not

Passenger Mask Non- Compliance, Unruly Behavior/Security Threat Events

January 1, 2021 through July 12, 2021 Analysis RE: Passenger Mask Non- Compliance, Unruly Behavior/Security Threat Events

1. Total Operational Safety/Security Events Received: **2660**
2. Passenger Mask Non-Compliance, Unruly Behavior/Security Threat Events Received: **1448 (54.44%)**
 - a. 01JAN21 – 09JAN21: **79**
 - b. 09JAN21 – 12FEB21: **281**
 - c. 12FEB21 – 20MAR21: **452**
 - d. 08APR21-15MAY21: **204**
 - e. 15MAY21-12JUN21: **228**
 - f. 12JUN21-12JUL21: **204**
3. Mask Non-Compliance Events: **1029**
 - a. 01JAN21 – 09JAN21: **56**
 - b. 09JAN21 – 12FEB21: **200**
 - c. 12FEB21 – 20MAR21: **321**
 - d. 08APR21-15MAY21: **175**
 - e. 15MAY21-12JUN21: **165**
 - f. 12JUN21-12JUL21: **112**

4. Unruly Behavior/Security Threat Events: 369

a. 01 JAN21 – 09 JAN21: **20**

b. 09 JAN21 – 12 FEB21: **72**

c. 12 FEB21 – 20 MAR21: **115**

d. 08 APR21-15 MAY21: **29**

e. 15 MAY21-12 JUN21: **63**

f. 12 JUN21-12 JUL21: **70**

5. Average Monthly Intake (Mask Non-Compliance, Unruly Behavior/Security Threat Events): 241

Coronavirus Update:

Current COVID-19 U.S. Stats as of 8AUG21:

Mortality Rate: .01725%



Scheduled and Standing Meetings:

- August 5, 12, 19, 26, 2021 – Safety and Regulatory Compliance Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria
- August 4, 18, 25, 2021 – Top 5 Catch-up Teleconference
- August 9, 2021 – Final Review of IT Policy with Tech Services and Adam Greenfield
- August 10, 11, 2021 - Executive Boards, Dallas, TX
- August 26, 2021 – Health and Safety Coordination (HASC) Teleconference with Inflight Safety and Regulatory Compliance and Corporate Safety Risk Management
- August 1, 2, 3, 4, 5, 6, 9, 2021 – By-Law Committee Meetings