



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

NOVEMBER 2021 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
<p>The Civil and Human Rights Committee (CHRC) will resume conference calls via zoom the first week of December to prepare for Human Trafficking Awareness Month in January. Pamila attended the TWU International Working Women's Committee Meeting October 26-28 in Miami, Florida. The meeting was hosted by TWU Local 291 and TWU International Civil and Human Rights Director Terry Daniels.</p> <p>Agenda for the meeting:</p> <ul style="list-style-type: none"> • Financial Awareness for Women, presented by Atlanta Shop Stewards Keyander Early and Carrie Smith. • Women in Leadership, by Gary Shults. • Moving Forward with Grace, Healing, Rest & Retreat in a post Pandemic Society, by Mary Montgomery. • Your Trauma Does not Define You, by Zakeya Foster. • Commissioner of Miami Gardens, Shannan Ighodaro. • Commissioner of Miami Made County, Danielle Cohen Higgins • Presentation by Celeste Streeter, Local 101 • Family Wills & Trusts. • Local Reports. • Break Out Sessions. • Future Endeavors. <p>CHRC would like Congratulate Oakland Shop Steward Ashley Wilhelm for her new appointment as one of the new TWU International Working Women's Committee Chairperson's.</p>	

Report From:	CISM
Submitted Report:	
<p>The CISM Team responded to a total of 143 Incidents and assisted 265 Flight Attendants.</p> <p>CISM Chairperson Eileen Rodriguez attended weekly meetings with FADAP and Professional Standards Chairpersons (Tom Spillers and Kurt Beggs), Tom Crabtree and Amy Swetnam to stay current on updates and Team briefings.</p> <p>CISM Chairperson Eileen Rodriguez was elected and attended the TWULocal 556 Shop Steward Training on October 5th virtually as a Shop Steward Representative. Eileen attended the SWA Emergency Response team meeting on October 8th. Eileen met one on one with Sonya Lacore Vice President of Inflight Operations on October 13th to discuss the CISM Program and future opportunities to promote health and wellness including the mental health of our membership</p> <p>CISM Chairperson Eileen Rodriguez presented the CISM Peer Support Program to the 4 New Hire Flight Attendant Classes 433,434,435,436</p> <p>the CISM Team attended their annual CISM Recurrent training on October 19-21 in DAL. This was 3 days of intensive training to re-certify all CISM Team Members on Individual and Group Peer Crisis Support.</p> <p>The following are the Incidents we handled as a team in October :</p> <p>Aircraft Incident 1 Assault 6 Carryover 1 COVID-19 3 Crew Member Harassment 3 Crew Member Illness 4 Death on Board 1 Debriefing - Team Member 4 Declared Emergency/Prep Cabin 1 Decompression/Pressurization 1 Diversion 1 Evacuation 1 FADAP Team Referral 3 FA Death 4 FA Death - Calls Related to 1 FA Death of Family Member 9 FA Illness 7 FA Injury 1</p>	

Illness of Family Member/Caregiver Stress	2
Incident on RON	6
Mask - non-compliance	2
Mechanical	1
New Class Presentation	4
Other	3
Passenger Medical	28
Passenger Misconduct	5
Personal Issue	28
Professional Standard Referral	2
Sexual Harassment or Assault	2
Smoke or Fumes in Aircraft	2
Suicide Attempt/Intervention	2
Suicide Attempt of a Family Member	1
Termination/Fact Finding	1
Turbulence	2
Total	143
FAs Assisted	265

Report From:	Communications
Submitted Report:	
<p>October Communication Emails Sent</p> <ul style="list-style-type: none"> • Breast Cancer Awareness 2021 • Shop Steward - Training Registration and Agenda • Negotiation Committee Zoomcast on Reserve • Southwest Airlines Vaccine Mandate • Southwest Airlines Vaccine Mandate: Update #2 • Southwest Airlines Vaccine Mandate: Update #3 • TWU Local 556 Extreme Operational Update - October 2021 • Southwest Airlines Vaccine Mandate: Update #4 • Southwest Airlines Vaccine Mandate: Update #5 • Shop Steward - Training Survey and Followup • TWU Local 556 Special Vaccine Zoomcast Invitation October 2021 • COPE 10-hour Rest Rule. One (Final) Step Closer • Negotiating Committee Update • TWU Local 556 Zoomcast Replay: Vaccine Mandate and Accommodations • E-Connection LAS • E-Connection MCO/FLL • E-Connection BWI • E-Connection LAX <p>Managed TWU Local 556 social media outlets. Website updates (i.e.: page/committee updates, home page background image, etc.) Website postings and updates Answered Membership Communications and Union emails and/or routing them to the Executive Board or appropriate Committee for a response. Upcoming December 2021 Unity Magazine</p>	

Report From:	COPE
Submitted Report:	
<p><u>Committee on Political Education Report</u> October 2021</p> <ul style="list-style-type: none"> • COPE November Newsletter <ul style="list-style-type: none"> ○ Letter of Interest Deadline Extension (December 13th) ○ Infrastructure Investment and Jobs Act (IIJA) – Passed waiting for President to sign ○ Providing Urgent Maternal Protection (PUMP) for Nursing Mothers Act - Creating Link to contact Senate ○ PRO-Act - Creating Link to contact Senate • Updating Current Affiliates. <ul style="list-style-type: none"> ○ Open Call (AFL-CIO, CLC and State Conferences) ○ Contacting all affiliates ○ Working Letter of Interest • Currently working with TWU International Legislative and Political Team <ul style="list-style-type: none"> ○ Airline Assault Legislation ○ California Meal and Break Labor Changes ○ Changes to the Illinois Family Sick Leave ○ Infrastructure Investment and Jobs Act ○ Providing Urgent Maternal Protection (PUMP) for Nursing Mothers Act ○ PRO-Act ○ 10hr Rest Rule <p>The NPRM (Notice of Proposed Rulemaking) has a comment period TWU International is working on a joint letter with TTD, AFA and APFA. Also working with International on a link for Members to add a pre-written letter to the federal registry. This letter push would be the from the week after Thanksgiving to the week of Christmas.</p> <ul style="list-style-type: none"> • Delegates for Texas AFL-CIO COPE Conference <p>The COPE Committee is working on TWU 556 Local Legislative Priorities for Texas ahead of the Texas AFL-CIO COPE Conference</p> <p>Delegates:</p> <ul style="list-style-type: none"> • Drew Kennedy • Dedra Bass • Renda Marsh • Crystal Reven <ul style="list-style-type: none"> • Infrastructure Investment and Jobs Act (IIJA) Presidential Signing - 11/15/21 <p>Alyssa Baiyina TWU556 Member was in attendance at the White House representing the TWU Air Division</p> <ul style="list-style-type: none"> • TWU International State Conferences <p>Arizona/Colorado/Nevada/New Mexico</p> <p>Attendees:</p> <ul style="list-style-type: none"> • Andrew Rangolan 	

- Klarissa Principe 577
- Maria Teresa Hank 556 (Report Submitted)
- Robert Payne 577
- Melvin Baker 555
- Sam Conte 555

Klarissa gave an update on different bills in the Senate that will affect flight attendants and labor.

Andrew asked that Klarissa and I meet to set goals for 2022. He also asked if I could give him a head count of how many people could help make phone calls, send emails, texts, etc when new initiatives come up. I told him I would get back to him.

Melvin and Sam talked about how the ramp is dealing with the vaccine mandate and their mandatory overtime that is affecting their members.

I spoke about my meeting with Commissioner Michael Naft about McCarran parking. I told them how LAS DEBM Bryan Orozco and I discussed security and shuttle service at the economy lots. We have been contacted by McCarran parking officials to meet with them to get a better understanding of the complexities of parking at the airport. I also went over all the notes from that meeting and answered questions concerning parking.

The next meeting will be held tentatively for December 7th at 10am.

Meeting with McCarran Airport Parking Officials - 10.27.21

Attendees:

Ralph LaPore Deputy Director of Operations at McCarran
 Freddie Curtley Assistant Director of Parking at McCarran
 Brandon Durbin SWA LAS Base Manager
 Bryan Orozco LAS DEBM
 Maria Teresa Hank TWU NV State Co Chair, TWU 556
 Christa Gifford Allegiant TWU 577 Union President
 Klarissa Principe Allegiant TWU 577 Recording Secretary
 Robert Payne Allegiant TWU 577 Board Member at Large

Key Points of Meeting:

1. Crew Parking is NOT going away.
2. McCarran authorities do not have a clear idea of the need for crew parking. They have issued 2500 parking cards (PAC) designated for crew and airlines that have crew bases in LAS and even those that do not.
3. There will be continuous construction (i.e., resurfacing and painting) on all lots including the zero level parking and the economy lots. This will force some movement of Allegiant f/a's during the upcoming holidays.
4. The goal over the next 6-12 months is to close the zero parking to all employee parking and have it as designated passenger parking only.
5. Ground employees who are SIDA badged, are allowed to park in the covered parking spaces in the garage attached to the airport because of the 300ft rule concerning security after 9/11.
6. PAC cards are issued, and the cost is determined by the market share value and crewbase operations. Many airlines have airline crew that are using parking spaces that do not have a crew base in LAS.
7. The initial presentation concerning crew parking was given to managers only. We have asked to be included in any further conversations on the topic as it directly affects us membership.
8. Over the next 12-18 months there will be a clearer and more decisive place for all crew AND McCarran employees. Planning will start December 16th of this year with

managers only. Parking spaces will be determined on the number of landings each airline has had over the past three years starting with the busiest year of 2019.

9. The plan is to utilize the existing economy lot, the lot next to the economy lot and the lot where the original terminal one was (where HA used to fly out of).

10. Parking rate of \$60/month will not be going up in 2022.

11. McCarran parking officials want to get away from designating who gets PAC cards and turn it over to each airline to regulate. Each airline will get a certain amount of spaces/PAC cards determined by the number of landings at a rate of \$60/card per month. Once an airline goes over the amount of designated parking spaces, the rate will go up to \$160 per EXTRA parking space for no more than two months. Brandon assured us that SWA will cover the additional \$100 so our members will not accrue any cost over what the rest of our membership in LAS is paying. Both Brandon and the McCarran parking officials assured us that SWA has plenty of spaces and will likely never run into this problem. This rule was implemented for those airlines that have PAC cards for crewmembers but do NOT have a base in LAS.

12. The shuttles should be running every 15 minutes during peak times when there are 5 buses running. However, due to a high volume of drivers calling in sick, it has been more like a 30 minute rotation.

13. There is a shortage of CDL licensed drivers in Clark County. The school district is having the same issue and they pay higher than McCarran do.

14. McCarran officials have assured us that there will be portable security cameras with bright lights throughout all lots of ASAP. They have already contracted a security company for said lights.

15. We expressed our concerns about having better lighting and patrolled security in the parking lots as well as the outdoor walkway to and from the airport to the economy lots. Bryan and I will be reaching out to the police captain in charge of McCarran with LVMPD to further discuss and resolve our safety concerns of our membership.

Follow up:

McCarran Parking is a mess. Freddie has been allowed to run the parking situation for the past 14 years. She was defensive and rude at times during our meeting. Bryan had to ask her to not talk over Maria Teresa when she had the floor. It's unfathomable that McCarran is unclear as to how many employees and crew are parking at the airport. If Bryan and Maria Teresa had not gone to Commissioner Naft, this meeting would not have taken place. We will continue to follow up over the next two months and monitor the situation for our membership.

Illinois Sick Leave (Update) Report Submitted by Roy Soria

After an almost 4-year long fight in Springfield, the Illinois General Assembly has passed legislation, included in HB106, that eliminates the exemption preventing Illinois aviation workers from utilizing sick leave to care for a family member, rights that were granted to all other Illinois workers under the Illinois Sick Leave Act of 2017.

When learning of the exemption in 2017, Corliss King and Roy Soria began to ask why airline workers would not be allowed the right to use employer-provided sick leave to care for an ill or injured child, spouse, sibling, parent, or grandparent. After not being able to get an explanation for the exclusion, Corliss and Roy made it a mission to not only find an answer but to fix the exclusion.

Progress was slow initially, but then in 2020 Senator Mike Hastings was able to get legislation to finally start to move through the process. Unfortunately, the COVID-19 pandemic eventually shut everything down, including the meetings of the General Assembly.

In 2021, Corliss and Roy started again with new legislation filed by Senator Hastings. This time the pair decided to involve other aviation Unions (AFA, APFA, ALPA, and

CWA) and the AFL-CIO. Legislation passed the Senate and moved to the House of Representatives. In the House they found a champion in Representative Joyce Mason, who not only listened to the issue but made it a personal mission of hers to help. After meeting with the Speaker of the House and the President of the Senate over the summer, Mason, Hastings and the leadership were able to get the language introduced into an omnibus transportation bill which passed both chambers in the Veto Session. The bipartisan bill will now head to Governor Pritzker's desk, who is expected to sign. Once signed, this legislation will go into effect immediately which will benefit close to 50,000 IL aviation workers.

Georgia AFL-CIO Conference – Report Submitted by Karla Braxton October 18 – 20

Cecil Roberts - President United Mine Workers of America (UMWA)

Oct 18 marked 201 days on strike. Funds can be donated to <https://umwa.org/umwa2021strikefund>

Zach Townsend - Southern Region VP Bakery, Confectionery, Tobacco Workers and Grain Millers (BCTGM)

Nabisco ended month long strike Sept 18 across 6 facilities in 5 states which resulted pay raises, increased contributions to the workers' 401(k) accounts, and a bonus

Kelloggs Workers in 4 facilities across 4 states are currently striking. Here are ways to support them <https://bctgm.org/2021/10/08/5-ways-to-support-the-kelloggstrike/>

Stuart Applebaum, President Retail, Wholesale, Department Store Union (RWDSU)

Amazon was ruled in violation and the vote for Organizing the Bessemer, AL plant will have to be redone

Dewey McClain - District 100 Representative
More Union members should run for elected positions

Nikko Merritt- District 9 representative- Newly elected- Former member of CWA
More Union members should run for office and GA AFL CIO will help

Tefere Gebre - Executive VP AFL CIO
We must protect our democracy, or our nation will fall just like every other great nation. We must pass the John Lewis Act, or it will be impossible to pass the PRO act


Vincent Ceraso - IAM Assistant Director- EAP Director
Opioid crisis - over prescribing by doctors
On the streets more fentanyl which is making the heroine stronger
CBD industry is not regulated so widely varying levels of THC that can lead to positive testing
When your member is injured check in on how they are managing pain bc that can lead to opioid addiction

Stacy Abrams

Organize to get enough ppl moving in the same direction. Don't have to agree on all things to work together Battle for the soul of our family and democracy. We must fight back with our values
When we fight, we win. Just because you win doesn't mean you've won. It's not permanent. Must keep fighting and keep organizing to keep winning.

--

Report From:	Education
Submitted Report:	
<p>The Education Committee met via Zoom on October 10 and 21 to discuss projects and next fiscal year's budget.</p> <p>Posts made to the Education Committee Page and the Official TWU Local 556 Facebook Group include: Irregular Operations, FAQs about mass cancellations, where to find Hotel information on our trip sheets, tips on documenting long hold times when attempting to contact Scheduling, Hotel reimbursement directions and End of Month Reserve liability.</p> <p>Co-Chairperson Amanda Gauger created a Facebook Live on October 10 covering the Irregular Operations occurring. It has been viewed 2,700 times.</p> <p>The Committee also created an education piece regarding the Personal Illness Note (PIN).</p> <p>Co-Chairperson Amanda Gauger and Education Committee member Sam Wilkins attended the Coalition of Labor Union Women Biennial convention on October 7-9.</p> <p>Co-Chairperson Angie Kilbourne responded to e-mails from vaccinations@twu556.org. She also created a Google document with all the questions submitted for the Vaccination Mandate Zoomcast, and responded to all the emails received. She created a graphic for CISM's anniversary.</p> <p>Co-Chairpersons Josh Rosenburg and Angie Kilbourne began organizing all of the Letters of Agreement and Letters of Understanding</p> <p>The Committee also responded to calls, emails, texts and private messages from Members.</p> <p>The Committee continues to add and remove members from the Official TWU Local 556 Facebook Group. The Group currently has 8,134 Members.</p>	

Report From:	FADAP
Submitted Report:	
<p>FADAP Team October monthly Report</p> <p>It Takes A Village to do this work </p> <p>8 team members including Tom, McArthur and Greer attended 2 virtual Treatment centers site visits with National FADAP.</p> <p>FADAP 3 (Tom S, McArthur and Greer)-had 3 business meetings. We assisted multiple team members work through cases and take care of Our TWU/ SWA Flight Attendants. Made sure that we took care of all of our FA clients currently in treatment by notifying them of SWA company vaccination mandate. We communicated to each FA that is treatment and made sure the treatment center was able to assist with their needs.</p> <p>Team Projects</p> <p>Charla- updated McArthur and Greer on SWA New Hire classes in DAL. Wanted to make sure we had someone from the team to present a 3-5 min presentation of what FADAP does. This is to help get the FADAP information out to all FA. A Great way to get our name out.</p> <p>Jodi will be representing FADAP at the Oct and November New Hire dinners at the Union Offices McArthur and Greer will fill in when Jodi can't attend all 9 class in November.</p> <p>Charla- ordered FADAP team pins which are huge conversation starter!!</p> <p>McArthur-training 8 new team members on the TWU/SWA FADAP way. This includes apps the team uses Ring Central, Salesforce, GroupMe, When I Work and taking reach out calls, this is on going until end of November.</p> <p>Mikel-Kevin- created and updated a team Checklist and Discharge form for the Team to use when preparing a FA for treatment and a discharge checklist for when they are leaving treatment.</p> <p>Mikel- working on FADAP Base Team posters to be placed in the teams specific bases.</p> <p>Kevin- working on AA meetings list for all SWA Hotels this is within a 2 mile radius. This is another tool for our work group to help them with tool for continuing their recovery.</p> <p>Sandie- is working on a follow-up-program for our team to help our DA once they have completed treatment.</p> <p>McArthur Regional Coordinator- on call 10-17th October 32.5 being paid by SWA. (Tom asked McArthur and Greer to step up as he was caring for his Dad in his last hours) also on 27-29 on sick sinus call, still took calls to releave Tom in October</p>	

30-31st at 1.9trips from SWA

4-Team members works week on call from sun-sun. This team member is available 24/7 at 19.5 trips for the week being paid from TWU.

31-team members worked 24hr back up for the week on call. A different team member for each day of the week. This is voluntarily when they are not working the on line.

1-FADAP team member Lori L. Chaired telephonic wings of sobriety meeting fir National FADAP this includes all Airlines

1-FADAP team member Dana chaired Sunday night flight attendant meeting.

4-Attended the Sunday night TWU/SWA FADAP flight attendant meeting

9-new FADAP Team members attended National FADAP Training in Chicago with Heather Healy and Deb McKormick who are National FADAP Program Supervisor and Manager.

These are our new Team Members.

Paul Egger-LAS

Rhonda Tumlinson-HOU

Sandi Flowers- PHX

Amy Routten-MCO

Tiffany Corcoran Dawson-DAL

Sheri Grum-PHX

Daryl Lewis-MDW

Gina Galletto-BWI

Charla Miller-TWU liaison

Each week we have each team member to submit a week update to any and all FADAP activities they have. They then send their report to their Base Coordinator. Each Base Coordinator compiles their base report and sends to their Regional Coordinator. The Regional Coordinator compiles all of their bases and send one report to the FADAP Chair. The Regions are broken up in East and West Coast. Greer has East coast which includes ATL, BWI, DAL, MDW and MCO. McArthur had West Coast which includes the reminder of the bases DEN, HOU, LAS, LAX, OAK and PHX.

Tom on bereavement leave started on Oct-27

McArthur and Greer will be filling in for Tom S. While he is in leave.

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>November 2021 Grievance Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u></p> <p>313 total grievances:</p> <p>34 terminations 35 group grievances 39 non-term disciplinary 61 Attendance 144 individual contract</p> <p><i>Total Contract Grievances on file: 179</i> <i>Total Discipline Grievances on file: 134</i></p> <p><u>Settled and Withdrawn Report:</u></p> <p>In October, forty-five grievances were settled; of those sixteen were settled at the Step 2 level, eleven while preparing for Executive Board review, twelve at the SWA Preliminary decision stage, and five at a grievance meeting. Fifty-six grievances were withdrawn without prejudice, one grievance was accepted, and two grievances expired. There were two arbitration awards: one for the Company and one award for the Union.</p> <p>Of the sixty-one Attendance grievances, thirty-four are No-Shows, one Unable to Contact, sixteen Failure to Report, seven Sick Leave 1, and three No-Show Training.</p> <p>The thirty-nine non-term disciplinary grievances consist of: twenty-three written warnings, two final written warnings, twelve thirty-day suspensions, one fifteen-day suspension, and one under the “other” category.</p> <p><u>Fact-Finding Meetings:</u></p> <p>Fifty-two fact-finding meetings were held in the bases, in October 2021.</p> <p><u>Chat Apps</u></p> <p>2,024 chat app messages received the month of October.</p> <p><u>Board of Adjustments:</u></p> <p>FA scheduled October 28, 2021. <i>Settled.</i></p> <p><u>Arbitration Schedule:</u></p> <p><i>FA-Union Award.</i> <i>FA-Company Award</i></p>	

FA-*Settled*.

FA – *Settled*

FA- December 7, 2021: *working on a settlement*

FA – to be scheduled.

FA – tentatively December 3rd.

FA Group – January 24-25, 2022.

Arbitration-Proceeding on Their Own:

FA: Written Warning Class 2.13

Upcoming Grievance Meeting: The Union and Management have agreed to a Labor meeting to be held November 30, 2021.

Report From:	Health
Submitted Report:	
<p>Health Report - November Executive Board Meeting</p> <p><u>ASAP</u></p> <p>In 2021 YTD we have received 1,705 reports. We have accepted 1,590 of these reports, excluded 115 and have 34 open reports. We continue to receive a record number of reports. We have received 13,984 reports since ASAP started.</p> <p>There has been a change in the FAA ASAP Representative; she was on the team previously so there is no training curve we have to work through. The Union ASAP team is are the only ERC Members that have remained consistent throughout the life of the program. There is an ASAP training scheduled for January since we have so many new Members that have not been officially trained.</p> <p>The ASAP training and Q&A session at the Shop Steward Training went very well. There were a lot of good questions asked.</p> <p>When Members are asked to do a Procedural Review as a result of their ASAP report, they get an email in their wnco.com email giving them the details. It is imperative to let our Members know this is how all information is being communicated. Recently there have been several Members that have not read their emails and had their reports excluded because they did not complete their Procedural Reviews. Since the reports were not accepted Management called the Flight Attendants in for Fact Findings because they had outside knowledge of the event. A member of the ERC has started leaving a message for the Flight Attendants telling them to check their wnco email for an action item of a Procedural Review has been recommended.</p> <p>The ASAP LOU was negotiated and signed for an additional 3 years.</p> <p><u>Health/Safety</u></p> <p>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.</p>	

- The Federal Mask Mandate is still in effect until January 2022. It is unclear if this will be re-evaluated due to the Federal Vaccine Mandate.
- Management has stated that alcohol service will not restart until the mask mandate expires.
- Management has started the process of compiling the de-escalation training and has asked TWU Local 556 Health and Safety to participate in the development and has started sharing the content.
- 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 continue to be on the rise. The majority of the injuries are occurring on descent.
- There have been many disturbing CRM issues occurring and have spoken with Inflight Management regarding these events. Additionally, a communication was sent to the Membership regarding safety has to take precedence.
- Fatigue reports continue to be on the rise; this requires additional reports that have to be vetted for operational or non-operational status. Fatigue reports have to be read throughout the month as well monthly meetings to discuss the findings. Please see Michael Massoni's Safety Report for graphical data.
- 2 Unity articles were submitted for publication; 1 on Marijuana and CBD and 1 on the various reporting platforms available for our Members
- We continue to receive a record number of ENS notifications. All notifications have to be vetted to ensure that no follow-up is required. This is a very time consuming process as we received 505 in the past month. This is in addition to the many emails that are received.

Covid-19/Corona Task Force

The CTF phone calls and emails have slowed down considerably. The exposure rate is down as well as COVID positive cases among our Members. We do expect to see a rise in calls and emails with the upcoming holidays.

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 5,186
- 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 Risk Mitigation Meeting

Labor meeting with Dave Hunt, the FAA and various Safety Leaders within Mgmt

Membership Meetings – present the Safety/Health/CTF Report

Meeting with CMO – ASAP related

Southwest ASAP Infoshare – meeting with all ASAP groups on property

Report From:	MOBORG
Submitted Report:	
There is no report for the month of October.	

Report From:	Negotiating Committee (NT)
Submitted Report:	
<p><u>October 2021</u></p> <p>Negotiation Meetings</p> <ul style="list-style-type: none"> • Company asked to “repurpose” our scheduled dates as the vaccine mandate took precedence for the Company. -Attended the quarterly earnings report Union debrief on October 21st. <p>Negotiating Committee Business</p> <ul style="list-style-type: none"> • NT meetings held for discussion on the upcoming FAR 10-hour rest • NT preparation for future meetings with SWA to present a counter to the Company’s last 10-hour rest proposal. • Independent work assignments <p>Other</p> <ul style="list-style-type: none"> • FAA Reauthorization Act of 2018 entered the commenting phase on October 21st. This means the 10 hour rest rule will finally be implemented, most likely within a few months. <p><u>Next meeting dates with the Company are scheduled for November 16th and November 30-December 3 these will focus on the multiple touchpoints in our current CBA which are affected by the 10-hour rule.</u></p>	

Report From:	New Hire
Submitted Report:	
<p><u>October 21</u></p> <p>New Hire class 433 and 434 presentation and dinners, October 4 and 5</p> <p>New Hire class 435 and 436 presentation and dinners, October 18 and 19</p>	

Report From:	Other
Submitted Report:	
<p>FLOC</p> <p>I have spoken with Carolyn Jainarayan, she has been attending the FLOC meetings for the past few years as a representative of TWU Local 556. I shared with Carolyn the Resolution that was passed at the International Convention. Further, I made a motion at the October 2021 Executive Board to create a FLOC committee for TWU Local 556. I have also spoken with Chris Lampe TWU Local 555 he has agreed to help 556 get a FLOC committee up and running.</p>	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report For October 2021		
Company Policy		3
CRM		1
Employee Relations		2
I.R. Filed		4
Internal Peer Support		8
Not Taken		4
Pilot Issue		1
Unprofessional Behavior	5	
Withdrawn		4
Total		32
Positive Resolution		14
Negative Resolution		2
Unresolved*		16
Source:		
Phone		26
TWU Email Exchange		4
Pilot		2
Total Team Hours		28.50
*Unresolved includes case categories: I.R. Filed, Not Taken, Withdrawn, and cases where all parties could not be reached or did not return the committee member's call.		

Base Information

AUS	2
BWI	5
DAL	1
DEN	10
HOU	3
LAS	2
LAX	2
MCO	3
MDW	3
PHX	1

Report From:**Safety****Submitted Report:**

Please see the attached November Safety Team EB Report (located in the files section).

Report From:	Satellite Base
Submitted Report:	
<p><u>Executive Board Satellite Base Test Report – November 2021</u></p> <p>10/06/2021 Operational Meeting</p> <p>In Attendance:</p> <p>SWA: Lindy Johnston, Brendan Conlon, Sarah Hill, Mike Sims</p> <p>TWU: Gayle Middleton, Denny Sebesta, Brandon Hillhouse, Mark Torrez, Xander Ricker, Liz Howayeck</p> <p>July and August 2021 Satellite Base metrics were reviewed. The overall productivity does not look good.</p> <p>July 2021</p> <ul style="list-style-type: none"> • AUS/157 – FLL 134 FAs based there • 79 have AUS as first choice and 55 have FLL as first choice (not currently based there) • Pulls for SAT Bases at all time high. 149 pulls for FLL, and 135 for AUS. • Flying was down year over year for AUS/FLL/Other Bases • Average days flown are up from last year but down from 2019, similar to rest of bases • Scheduling involvement Open Time %: from 2018 was around 5%, now is 12-13% (Other Bases ~20%) • Reschedules (Any pulls): 75% Reserve and 25% Lineholder (would include COVID Pulls) • Pairings Covered by Scheduling: AUS-91/FLL-77 • Sick (non-COVID Pulls): AUS – 17%/FLL 22% <p>August 2021</p> <ul style="list-style-type: none"> • AUS/157 FLL/137 • Avg Days Flown: AUS – 10.2/FLL – 11.5 (all time high) • Scheduling Involvement Open Time: 13% - AUS; 12% - FLL • AUS Give Away Pairings to Avoid Impact of Sick Calls: Pre-Covid 43% give away/57% sick; March to March 2020-21 39% give away/61% sick calls; March – August 2021 5% gave away/95% sick calls (big change in sick calls to giving away trips. Not a trend company wants to see) • FLL Give Away Pairings to Avoid Impact of Sick Calls: 21%/79% Pre-Covid; 22%/78% Year 1 Covid; 4%/96% March-Aug 2021 (again sick calls vs giving away trips and pulling from sick bank has changed a lot. Not a trend they want to see) 	

Management emphasized that they would like to see these trends change. They would not open any new satellite bases and would need to reevaluate the current satellite bases if they do not see greater stability with the operation.

Report From:	Scheduling
Submitted Report:	
<p><i>The number of line positions that a Flight Attendant could be awarded for the month of December increased by 32 line positions, from 8,925 in November to 8,957 in December. The Scheduling Committee left 1,430 positions in open time for the month of December.</i></p> <p><i>The Committee for the month of December wrote an average of 70.22% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity from November by .3%. (all bases were over 70% which is the minimum purity with the exception of LAX). The Scheduling Committee maintained 35% of the Lines with all weekends off, and the Lines containing 3-on/off or 48-hour breaks did not exceed 18%. Our average line paid 97.53 TFP average work days were 13.9. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i></p> <p><i>The AUS Satellite base had an average of 53.15% pure lines, 25.23% weekend off and 17.12% lines containing 3-on/off or 48-hour breaks. The average lines paid 103.54 tfps.</i></p> <p><i>The FLL Satellite base had an average of 17.31% pure lines, 15.38% weekend off and 58.65% lines containing 3-on/off or 48-hour breaks. The average line paid 99.18 tfps.</i></p> <p><i>The Line Writers for December Primaries were: Mark Torrez and Xander Ricker. Crew planning had to shift line writing dates so other members already were working overlap trips and could not change their trips.</i></p> <p><i>The Line Writers for December Secondary Lines were: Rebekah Knox and Xander Ricker. Mark Torrez was scheduled to be there but had a last minute termination meeting he had to attend to, multiple committee members are on medical leaves.</i></p> <p><i>The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases. We also had a meeting the following week to fill Lyn in on SWAs shifting attitude towards sat bases.</i></p>	

Report From:	Scholarship
Submitted Report:	
<p>November 2021 Scholarship Report</p> <p>For the month of October while on medical leave, Scholarship Chairperson Genesis DaVoy was able to complete the Scholarship budget as needed. Genesis DaVoy also received an email inquiry about UnionPlus scholarships and was able to advise our Local TWU 556 member on guidance to applying for opportunities given through that resource; she also gave insight to scholarships that will be posted for the upcoming 2022 year from our Local.</p>	

Report From:	Shop Steward
Submitted Report:	
<p>Shop Steward Committee Report October 2021</p> <p>After the completion of the Shop Steward training (October 5 – 7) the committee worked on updating Shop Stewards into Salesforce and sent list to Shop Steward Scheduler Ann Claire Crawford and Grievance Leaders. The committee also sent Domicile Executive Board Members updated list of Shop Stewards and the attendance records.</p> <p>Shop Steward Committee Checked Eligibility for Attendance and Pay</p> <ul style="list-style-type: none"> • Checked the attendance for each Shop Steward by hours attended per day • Processed attendees per base (Total Number 157) <p>Sent an email to those not able to attend and made sure they knew where to find Shop Steward resources in the Salesforce Community. The Shop Steward Committee also sent out a survey to all attendees for feedback on the Shop Steward training.</p> <p>All Shop Steward Committee training videos have been uploaded into the Shop Stewards Salesforce Community.</p> <p>Shop Steward Communication Newsletter – October 12th</p> <ul style="list-style-type: none"> • Shop Steward Survey • General Housekeeping <p>Shop Steward Communication Newsletter – November 5th</p> <ul style="list-style-type: none"> • Statistics and Trends • Salesforce (updated on what resources are available) • File Request <p>The Shop Steward Committee answered and responded to all emails from Shop Stewards regarding pay for training and Salesforce login problems. The Shop Steward Committee sent a reminder email to those who had not signed and turned in their Confidentiality Agreement. The Committee has also had to answer to questions about Shop Stewards being used out of base.</p> <p>Additionally, the Shop Steward Committee would like to thank Treasurer Melissa Leyva and the financial office staff with help with submitting Shop Steward pay. Also thank you to Tech Services for all your help with the technical aspects of the Shop Steward Training and Erich Schwenk for work on the Shop Steward video edits.</p>	

Report From:	Survey
Submitted Report:	
VeAnne has nothing to report for the November Boards	

Report From:	Uniform
Submitted Report:	
<p>The Uniform Committee monthly meeting was on October 14, 2021. We've been working closely with management on tracking orders and trying to resolve the massive shipping delays of the uniforms.</p> <p>We discussed further the possible addition of alternative cotton options to create a more cohesive look for our crews. We also proposed a more streamlined ordering process for those that require alternative pieces. As of now, no changes have been made.</p> <p>We're in discussion about having a turtleneck option. Currently, there are no changes.</p> <p>On Nov 11th, the women's blue polo option was announced. We're happy to have seen this through as this was one of the suggestions we made at the beginning of our term.</p>	

Report From:	Veterans
Submitted Report:	
<p>Danette Y. Foster, Chairperson and Wayne Tipton, Vice-Chairperson, with the assistance of the Communications Committee, contributed a video featuring our very own Flight Attendants who have served or are actively serving in the United States Armed Forces for Veterans Day (November eleventh) to recognize and honor them.</p> <p>They also participated in a Letter Writing Campaign to help advance legislation to support H.R. 2372 - Presumptive Benefits for War Fighters Exposed to Burn Pits and Other Toxins Act of 2021. A Burn Pit is an area of a military base which waste is disposed of by burning. As a result many veterans have experienced a number of health issues ranging from asthma to cancer and have not been able to get adequate health care which is one of the reasons why it is very important that Congress support and pass this legislation.</p> <p>Danette joined the American Legion, Post Number 66 in Avondale Estates, GA and Wayne plans to renew his membership at his local Post.</p> <p>Danette also attended a Soldiers Angels event on October twenty second. The organization's purpose is to provide aid, comfort, and resources to the military, veterans and their families. There are many ways to volunteer with Soldiers Angels including food distribution for veterans in need of food support in Atlanta, Charleston, Denver, Detroit, Orlando and San Antonio. In Atlanta Danette helped to pack and distribute seventy-five pounds of food per family to over two hundred veteran families. She had an opportunity to meet Super District Seven Commissioner Lorraine Cochran-Johnson who hosted this event and who intimated that Veterans support is her passion and that if there was anything she could do to help with any Veteran concerns to feel free to reach out to her. This is a monthly event that was very rewarding for Danette who plans to participate in as many of these food drives that she can.</p> <p>The Veterans Committee continues to honor and support Active Personnel, Veterans and their Families.</p>	

Report From:	WWC
Submitted Report:	
<p>October 7-9, 2021 - CLUW Meeting Via Zoom</p> <ul style="list-style-type: none"> • Resolutions and Amendments • Election of the new Executive Board <ul style="list-style-type: none"> ○ Carolyn Burton - retired TWU was elected <p>October 25 - 31, 2021 - TWU International Working Women's Committee Meeting Miami FL -</p> <ul style="list-style-type: none"> • Keyander Early - guest speaker - TWU 556 - Financial awareness • Shannon Ighodaro - Commissioner of Miami Gardens - Carving your Piece and your Peace • Mary Montgomery - Moving Forward with Grace - Healing, Rest, & Retreat in a Post Pandemic Society • Zakeya Foster - Your Trauma does not Define you • Celeste Sterrer - Local 101 - Overview of the International Committee - <ul style="list-style-type: none"> ○ Proud to announce Ashley Wilhelm was appointed to the TWU International Working Women's Co- Committee Chair Position (6 Co-Chairs in total) • Danielle Cohen Higgins - Commissioner of Miami Dade County • October 26, 2021- <ul style="list-style-type: none"> ○ Texas AFL-CIO State Executive Board Meeting - ○ Swearing in will be at the COPE Convention in January 2022 • EOOC - October 25 - 31, 2021 - 6 PM - 8 AM CST 	



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, TWU International Vice President
Date: November 14, 2021
Re: November 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 - 31

ASAP Reports received 2021 Year-to-Date:	1705
Accepted Reports Year-to-Date:	1590
Excluded Reports to date:	115
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:	13984

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 10/10/21 through 11/14/21 = 505
Emergencies Declared for Period = 26

2021 Year-to-Date = 5186
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: 10/10/21 through 11/14/21 = 32
 Open Reports = 0

10-30-2021	MDW	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
10-29-2021	BWI	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-28-2021	MDW	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-28-2021	OAK	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
10-26-2021	LAS	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-26-2021	BWI	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-26-2021	HOU	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
10-26-2021	LAS	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
10-25-2021	MDW	Non Paid - Nonoperational Cause	Accepts	
10-25-2021	DAL	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause

10-25-2021	ATL	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-24-2021	BWI	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
10-23-2021	BWI	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-22-2021	LAS	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
10-22-2021	LAX	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-21-2021	DEN	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-14-2021	MDW	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-12-2021	DAL	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
10-12-2021	BWI	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-12-2021	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-12-2021	MDW	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-12-2021	DEN	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-11-2021	LAX	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-11-2021	PHX	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-11-2021	OAK	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-11-2021	HOU	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-11-2021	MDW	Paid - Operational Cause	Accepts	Paid - Operational Cause

10-10-2021	DEN	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-10-2021	BWI	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-10-2021	DEN	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-10-2021	MDW	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-10-2021	MDW	Paid - Operational Cause	Accepts	Paid - Operational Cause

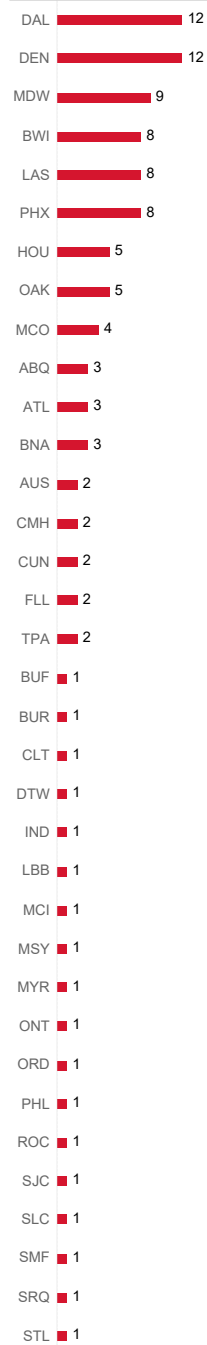
Fatigue Reports received 2021 Year-to-Date:	201
Paid – Operational Causation Year-to-Date:	93
Non-Paid – Operational Causation Year-to-Date:	3
Non-Paid – Non-Operational Causation Year-to-Date:	31
Non-Paid – No Crew Member Report Year-to-Date:	36
No Decision Necessary - Informational Only Year-to-Date:	38
Fatigue Reports received all of 2020:	45
Fatigue Reports received for the life of the program:	301

Hot Aircraft Event Reporting

Hot Aircraft Reporting Overview 01NOV21-07NOV21:

Hot Aircraft Overview 11.01.2021 - 11.07.2021

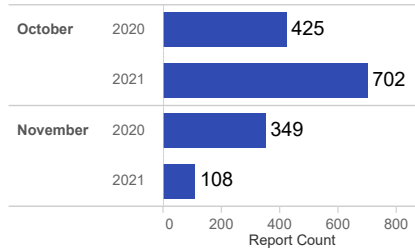
Hot AC Total by City



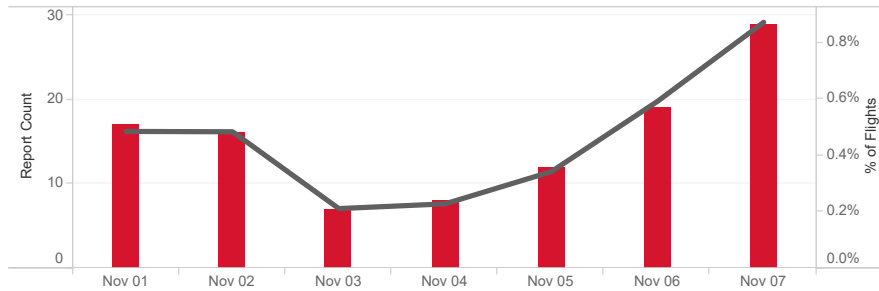
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	10/25/2021	11/1/2021	10/25/2021	11/1/2021
ACARS	179	107		-40.22%
Inflight Form	1	1		0.00%
Grand Total	180	108		-40.00%

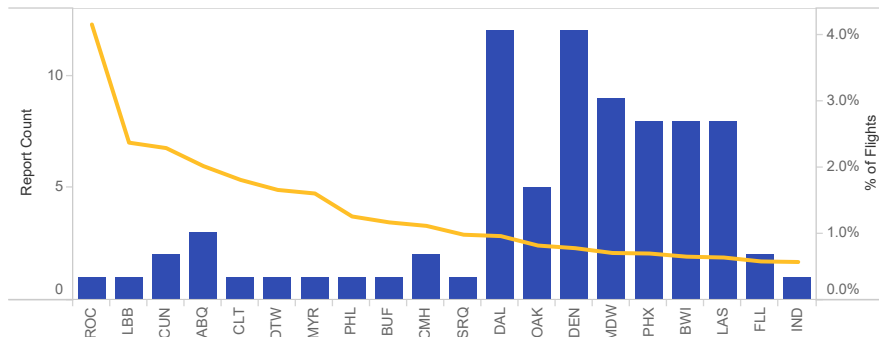
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



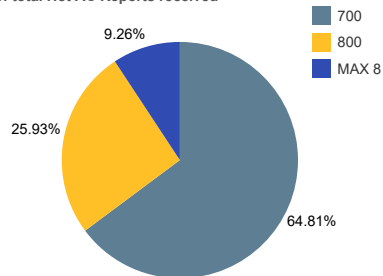
Stations - Top 20 Based on % of Flights



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	70	0.54%
800	28	0.47%
MAX 8	10	1.36%

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

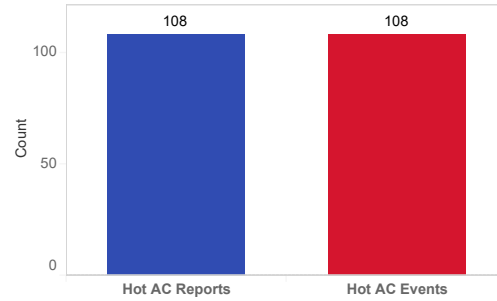
'Hot' Aircraft and Gates

Aircraft with four or more reports

Gates with three or more reports

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.

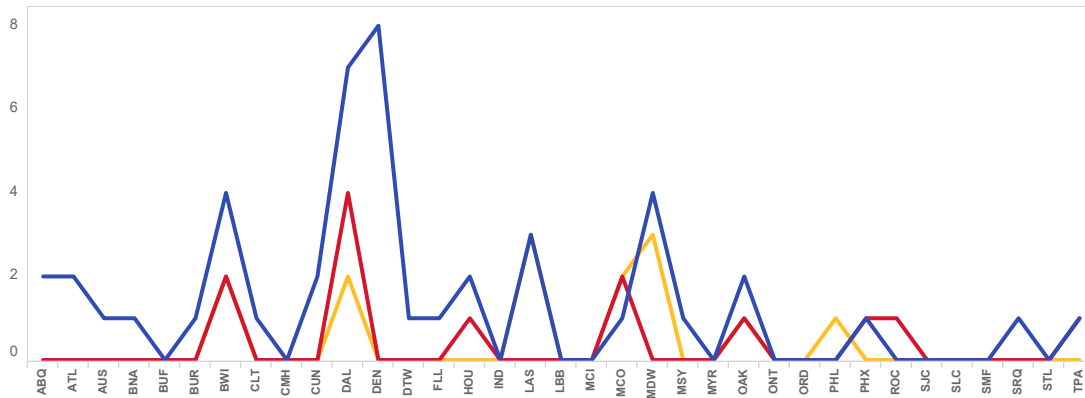


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	10/25/2021	11/1/2021
% Air Not Connected	44.69%	43.93%
% Ops Agent Not Present	11.73%	12.15%
% Ramp Agent Not Available	13.41%	13.08%

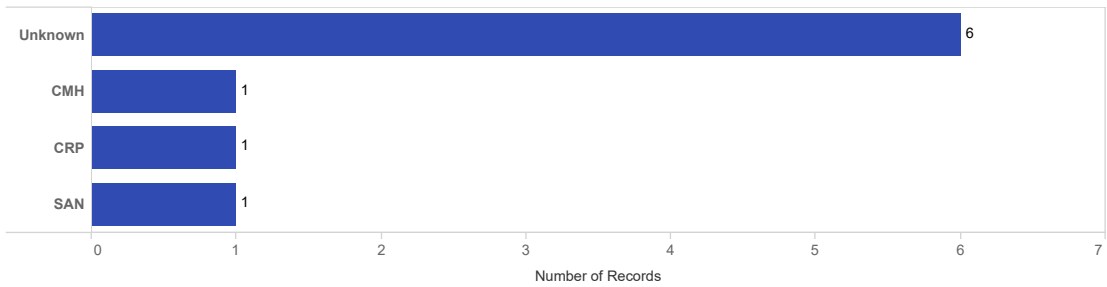


Good Job ACARS

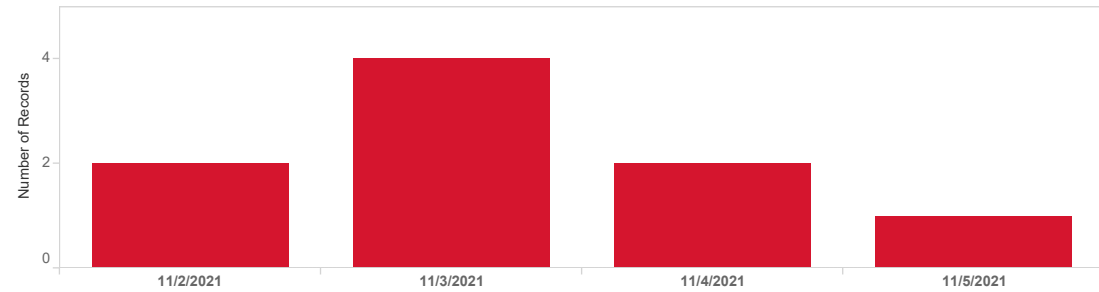
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 11/01/21 to 11/07/21

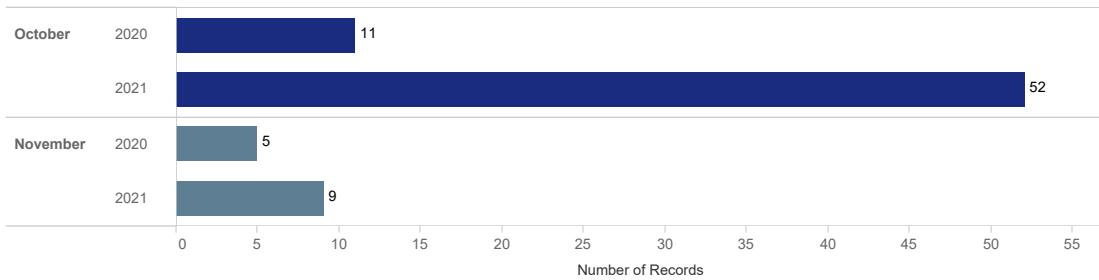
Pax Complaints by Originating City



Pax Complaints by day

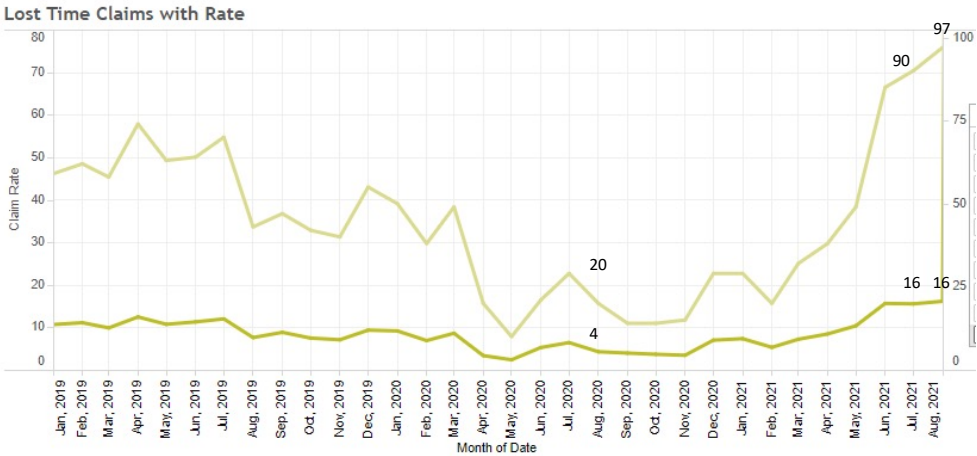


Year over Year Customer Complaints

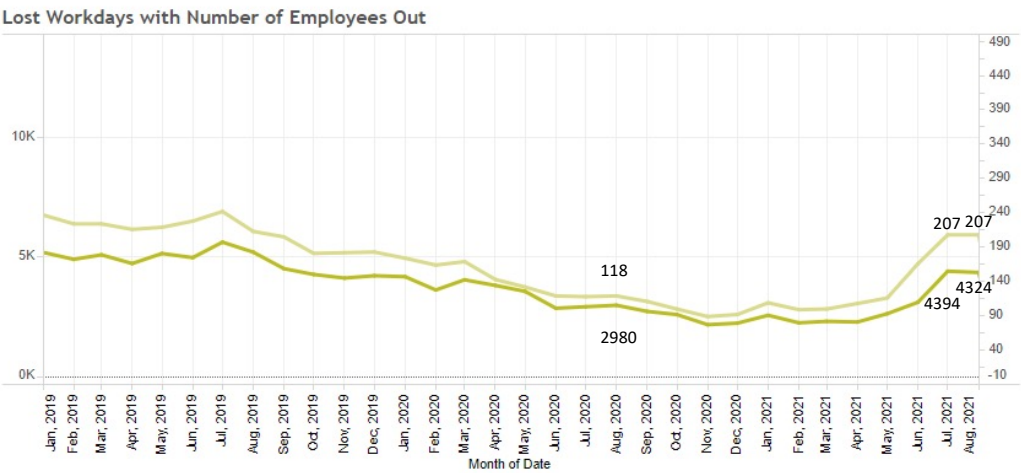


Current Occupational Injury Data:

LTCR



Lost Workdays



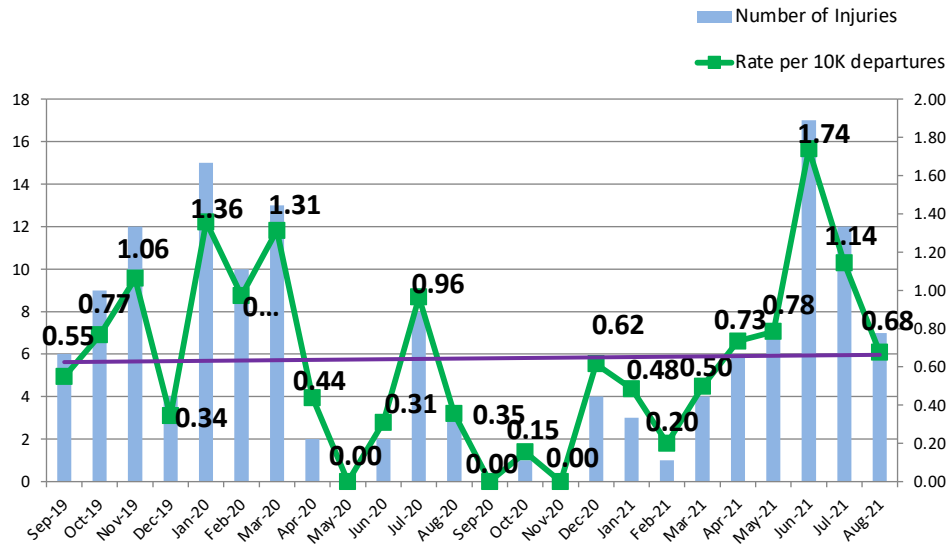
OSHA Recordable (Inflight)

	Date_of_Loss__c / OSHA Recordable					
	2019		2020		2021	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	86	59	84	52	34	63
February	81	71	77	39	29	25
March	82	71	100	33	44	37
April	79	69	29	11	50	37
May	89	61	8	9	51	55
June	80	80	42	21	74	74
July	83	68	40	48	71	93
August	66	46	36	26	87	111
September	74	50	31	19	74	58
October	83	44	28	16		
November	73	47	32	33		
December	69	52	29	50		

Cause (Inflight-Top 10)

Cause General ⊕	2019 ⇅	2020	2021
Struck by/Against	408	175	237
Other	301	170	167
Slip/Trip/Fall	267	129	201
Carrying/Lifting	162	66	122
Pushing/Pulling	104	49	66
Weather	64	16	20
Collision	47	27	22
Caught In/Between	46	15	28
Contact with object	42	29	14
Inhalation	48	19	10

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.

OSHA 300 Log Email Distribution to DEBM's – Complete

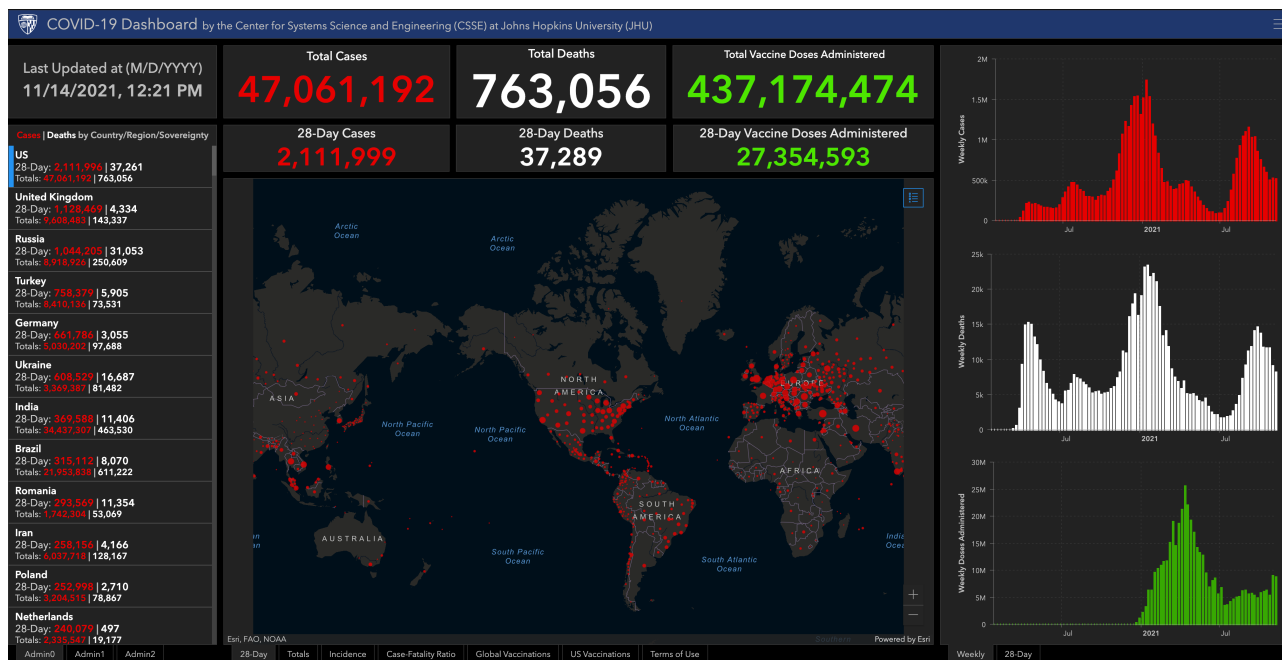
Open Discussion Items:

- Vaccine Mandate
- ASAP LOU Revision

Coronavirus Update:

Current COVID-19 U.S. Stats as of 14NOV21:

Mortality Rate: .01621%



Scheduled and Standing Meetings:

- November 18, December 2, 9, 2021 – Safety and Regulatory Compliance Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria
- November 24, December 2, 9, 2021 – Top 5 Catch-up Teleconference (Scheduled)
- November 16, 17, 2021 - Executive Boards, Dallas, TX
- November 30, 2021 – Health and Safety Coordination (HASC) Teleconference with Inflight Safety and Regulatory Compliance and Corporate Safety Risk Management
- November 19, 2021 – California Meal and Rest Legislation Meeting w/SWA Labor Relations