



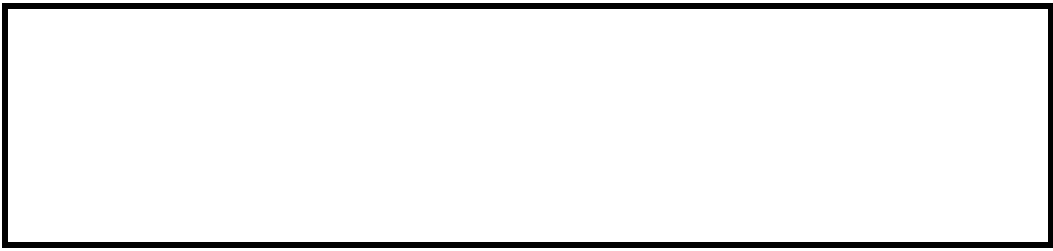
The Union of  
Southwest Airlines Flight Attendants  
**TWU LOCAL 556**

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# DECEMBER 2021 COMMITTEE REPORTS

<b>Report From:</b>	<b>CHRC</b>
<b>Submitted Report:</b>	
The Civil and Human Rights Committee has nothing new to report for the month of November.	

<b>Report From:</b>	<b>CISM</b>
<b>Submitted Report:</b>	
<p>During the month of November, the CISM Team responded to a total of 120 Incidents and assisted 238 Flight Attendants.</p> <p>CISM Chairperson Eileen Rodriguez presented the CISM Program to New Hire classes: 437,438,439,440,441,442,443 and 444.</p> <p>The following are the type of events the CISM Team responded to and assisted Flight Attendants.</p> <p>Assault 1  Carryover 1  Crew Member Illness 4  Debriefing - Team Member 3  Diversion 2  FADAP Team Referral 1  FA Death 5  FA Death - Calls Related to 1  FA Death of Family Member 2  FA Illness 4  FA Injury 1  FA Involved in Incident - Off Duty 1  Fear of Flying 3  Human Trafficking 1  Illness of Family Member/Caregiver Stress 4  Incident on RON 2  Mechanical 8  New Class Presentation 3  Other 5  Passenger Medical 20  Passenger Misconduct 13  Personal Issue 28  Pet Onboard Events 1  Professional Standard Referral 1  Slide Deployment - Inadvertant 1  Termination/Fact Finding 2  Turbulence 1  Van Accident (RON) 1  Total 120  FAs Assisted 238</p>	



Report From:	Communications
Submitted Report:	
<p><b>Communications:</b>  <b>Co-Chairpersons Ashley Breuer and Drew Shy Reports:</b></p> <p><b>November Communication Emails Sent</b></p> <ul style="list-style-type: none"> <li>• TWU Local 556 Third Membership Meeting Registration Information</li> <li>• Safety And Crew Resource Management (CRM)</li> <li>• Shop Steward Newsletter – November 2021</li> <li>• Negotiating Committee Update – FAA Reauthorization Act</li> <li>• TWU Local 556 Third Membership Meeting BOE And Bylaw Amendment Update</li> <li>• TWU Local 556 Statement: "Holiday Incentive Program"</li> <li>• Holiday Incentive Program Survey</li> <li>• Negotiating Committee Update #49</li> <li>• Member Survey Update</li> <li>• TWU Local 556: ELP / ATL Incidents</li> <li>• OSCK/LSCK Information</li> <li>• Holiday Hours – Thanksgiving</li> <li>• Member Survey Update #2</li> <li>• Education –Important Things To Know For The Holiday Season</li> <li>• Message From Your TWU Local 556 President - Thanksgiving 2021</li> <li>• Southwest Airlines COVID-19 Vaccination Exposure Pay Program</li> <li>• Assault Investigation Processes</li> <li>• Orlando / Fort Lauderdale E-Connection</li> </ul> <ul style="list-style-type: none"> <li>• Managed TWU Local 556 social media outlets.</li> <li>• Website postings and updates</li> <li>• Answered Membership Communications and Union emails and/or routed them to the Executive Board or appropriate Committee for a response.</li> <li>• Assisted with the upcoming December 2021 Unity Magazine</li> <li>• Assisted with the Veterans Committee video</li> <li>• Thanksgiving and other social media graphics</li> <li>• Strategic planning for end-of-year wrap-up</li> </ul> <p><b>Publications:</b>  Vice-Chairperson Mikita Johnson reports:</p> <p>The publications committee was very busy this month. We received all content for the next issue of Unity towards the beginning of the month and dedicated our remaining time to editing the submissions and the layout of the magazine. After several edits, the final pdf was submitted to our co-chairs for approval. The Fall 2021 edition of Unity has been sent to the printer and is slated for electronic and physical distribution next week.</p>	

**Videography:**

Vice-Chairperson John Long reports:

- Contacted the Veterans Committee about the status of the Veterans day video.
- Worked on Veterans day video for 8 - 10 hours a day from November 5 through the 8th over the weekend which recovering from a short illness. I was in contact with the Veterans Committee Chairperson for this entire project.
- On November 10 had a phone call with Drew Shy as Co-Chairperson of the Communications Committee.

<b>Report From:</b>	<b>COPE</b>
<b>Submitted Report:</b>	
<p><b><u>Committee on Political Education Report</u></b></p> <p>November 2021</p> <ul style="list-style-type: none"> <li>• COPE Newsletter (December 1<sup>st</sup>) <ul style="list-style-type: none"> <li>○ Letter of Interest Deadline Extension (December 13<sup>th</sup>)</li> <li>○ Infrastructure Investment and Jobs Act (IIJA)!</li> <li>○ Providing Urgent Maternal Protection (PUMP) for Nursing Mothers Act</li> <li>○ PRO-Act</li> </ul> </li> <li>• Updating Current Affiliates. <ul style="list-style-type: none"> <li>○ Open Call (AFL-CIO, CLC and State Conferences)</li> <li>○ Contacting all affiliates</li> <li>○ Working Letter of Interest</li> </ul> </li> <li>• TWU International Legislative and Political Team (Monthly Meeting December 8<sup>th</sup>) <ul style="list-style-type: none"> <li>○ Set Tentative Date for Meeting to Discuss TWU International FAA Reauthorization Priorities (December 17<sup>th</sup>)</li> <li>○ Status on Crew Member Assault Bill</li> <li>○ Current OSHA Standards that pertain to Flight Attendants</li> <li>○ TWU International COPE Conference</li> <li>○ 10-Hr Rest Commenting Period through January 3<sup>rd</sup></li> </ul> </li> <li>• Delegates for Texas AFL-CIO COPE Conference – Round Rock</li> </ul> <p>The officers and staff of the Texas AFL-CIO invited TWU 556 to the 2022 Texas AFL-CIO COPE Convention that will be held January 20-21, 2022, at the Kalahari Resort in Round Rock Texas. The Convention will focus on the Texas endorsement processes, dates of the primary elections and redistricting. The Texas COPE Convention will prepare labor's political agenda and plan of action. The convention will also make endorsements where maps have been finalized and filing deadlines reached.</p> <ul style="list-style-type: none"> <li>• Drew Kennedy <ul style="list-style-type: none"> <li>○ Dedra Bass</li> <li>○ Renda Marsh</li> <li>○ Crystal Reven</li> <li>○ LaTonia Paul-Benoit</li> <li>○ Damion West</li> </ul> </li> </ul> <p><b>10-Hour Commenting Period:</b> TWU International is working on a communication to be sent to all Members in the Air Division, this communication will provide a link for Members to add comments in a virtual Commenting Period through January 3<sup>rd</sup>. TWU 556 COPE Committee will send a follow up communication one week after to serve as a reminder to our members.</p> <p><b>TWU International COPE Conference:</b> Washington D.C. - Tentative Date May 2022</p> <p><b>TWU International FAA Reauthorization Priorities:</b> Working group to discuss working conditions and concerns, creating a working list for priorities for upcoming FAA Reauthorization Bill 2022. This working group will include 556/555/577/JetBlue, meeting will be held between the last week of December and mid-January.</p>	


**Crew Member Assault Bill:** Senator Reed R.I. Crew Member Assault Bill is still in the works; Reed's office is looking for a Republican Co-Sponsor.  
On the House side Congressman Eric Swalwell CA. is working to Introduce the House version of Reed's Bill.

H.R. 5357 – Congresswoman Beth Van Duyne – 9/23/21

Transportation and Infrastructure subcommittee on aviation reached out to TWU International in October on H.R. 5357. The committee was looking at a potential slate of bills for mark up and wanted thoughts on HR5357. In general, TWU International is not supportive because the bill puts all the responsibility for addressing unruly PAX on the Flight Attendants - rather than carriers, FAA, DOT, or DOJ. This is the opposite of what TWU has been working on since the spring, opposite of Resolution 22 from the TWU International Convention. H.R. 5357 would not lead to fewer unruly PAX incidents if the FAA and other agencies adopted this philosophy through Regulations. The GAO study piece is weak when we need immediate action now, like a banned list.

Report From:	Education
<b>Submitted Report:</b>	
<p>The Education Committee made posts to the Education Committee Page and the Official TWU Local 556 Facebook Group during November include: a reminder to take the Holiday Incentive Survey.</p> <p>The Education Committee created an e-mail blast, "Important Things to Know for the Holiday Season," with graphics to explain how holiday pay is calculated, sick bank accrual for December, PIN Black Out dates, and 4th Quarter Attendance incentives.</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 8,207 Members.</p> <p>The Education Committee would like to wish the Executive Board and Membership a Happy and Safe Holiday season.</p>	



<b>Report From:</b>	<b>FADAP</b>
<b>Submitted Report:</b>	
<div style="text-align: center;">  </div> <p>It Takes A Village to do this work . We are Grateful to each team member we have without them we would not have a team to assist our TWU556 Flight Attendants.</p> <p>We have a team member work a week on call each week. That is 4-Team members works week on call from sun-sun. The team member is available 24/7 at 19.5 trips for the week being paid from the FADAP budget from TWU.</p> <p>We have a total of 30-team members each works a 24hr back up position for the team member that is week on call (this back up team member does this when they are not working this is voluntary) this averages out to a different team member for each day of the week.</p> <p>Tom father passed away in November: Tom asked McArthur and Greer stepped up and cover for him in his absence. We started the last week in October and went through the end of November to take chair duties during Tom funeral leave. The dates are as follows McArthur: Nov. 1-3 tfp Nov. 11th-20th and Greer: Nov 3-10 tfp 32.50 Nov 21-30 this is @32.5 tfp which averages out to 4.5 a day and this is paid by the SWA.</p> <p>On November 12th we had virtual campus tour with FHE treatment facility along with National FADAP, we had a total 8 team members that attended.</p> <p>We had two team members Mikel and Kevin work on an Initial checklist and discharge checklist that our team will use for working with our Flight Attendants.</p> <p>We had a team member Jodi that attended the new hire training classes, she made 5 of the new hire dinners. However, she missed three due to a Covid pull.</p> <p>We have a team member Kevin who is very passionate about our Flight Attendants having access to (AA meetings while on overnights). He is hard at work on a pamphlet /pdf to give to our FA returning back from treatment /IOP/ sober living/ back to work. This is in draft form waiting on Tom and the Regional Coordinators approval!</p> <p>Each week we have a Sunday recovery meeting on Zoom that our team has and Sherri- chaired the FA recovery meeting.</p>	

We have cases each and every day and we would love to give a Shout out to Eric-Jade-Kevin-Paige-Mikel for handling some of our hardest cases this



McArthur started

Training our new Team members. He trained 6 of the 8 new team member this month. He trained them all on Rung Central, GroupMe, Salesforce, When I Work, TWU556 time sheets and Google Docs. He trained 3 of the 6 on an actual live call (he got the permission of FA that was calling for the new team member to be able to listen in on the call) after the call was finished McArthur and the New team member went over the call. He made sure the new team member knew how to log into and log the FA information into Salesforce. The training is TWU/SWA FADAP way. This was not a busy month so McArthur is waiting to train the other 3 new team members on a live call. McArthur does this to make sure they are comfortable taking a call before they are allowed to pick up a 24hr back day.

McArthur and Greer had weekly if not daily conversation with Charla our Liaison. They also spoke frequently with National FADAP as well as different treatment facilities that FADAP works with. Tom Crabtree was also available to them for support.

Each week we have each team member submit a weekly update to their Base Coordinator with any and all FADAP activities they may have for the week. Then each Base Coordinator compiles their bases 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 consist of ATL, BWI, DAL, MDW and MCO. McArthur has the West Coast which consist of the reminder of the bases DEN, HOU, LAS, LAX, OAK and PHX. The reason that we do this is the best way for Tom, Greer and McArthur to double check to make sure that if a team member needs anything we'll be able to assist weekly.

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>December 2021 Grievance Report</i></p> <p><b><u>TOTAL NUMBER OF GRIEVANCES:</u></b>  <b><i>275 total grievances:</i></b></p> <p>35 terminations  38 group grievances  41 non-term disciplinary  51 Attendance  110 individual contract</p> <p><i>Total Contract Grievances on file: 148</i>  <i>Total Discipline Grievances on file: 127</i></p> <p><b><u>Settled and Withdrawn Report:</u></b>  In November, thirty-nine grievances were settled; of those nine were settled at the Step 2 level, nineteen while preparing for Executive Board review, four at the SWA Preliminary decision stage, and seven at a grievance meeting. Seventy grievances were withdrawn without prejudice, one grievance expired.</p> <p>Of the fifty-one Attendance grievances, twenty-five are No-Shows, three Unable to Contact, twelve Failure to Report, seven Sick Leave 1, three No-Show Training and one SL.</p> <p>The forty-one non-term disciplinary grievances consist of: twenty-four written warnings, two final written warnings, thirteen thirty-day suspensions, one fifteen-day suspension, and one under the “other” category.</p> <p><b><u>Fact-Finding Meetings:</u></b>  Fifty-seven fact-finding meetings were held in the bases, in November 2021.</p> <p><b><u>Chat Apps</u></b>  1,301 chat app messages received the month of November.</p> <p><b><u>Board of Adjustments:</u></b>  None scheduled for November &amp; December 2021.</p> <p><b><u>Arbitration Schedule:</u></b>  FA- <i>Settled.</i>  FA – <i>Working on a settlement.</i>  FA – January 14, 2022.  Group - January 24-25, 2022.</p>	

**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 January 20, 2022, to discuss December 2021 and January 2022 cases.

Report From:	Health
Submitted Report:	
<p><b>Health Report - December Executive Board Meeting</b></p> <p><b><u>ASAP</u></b></p> <p>In 2021 YTD we have received 1,837 reports. We have accepted 1,713 of these reports, excluded 124 and have 13 open reports. We continue to receive a record number of reports.</p> <p>There has been another change in the Company ERC Representative. The Union ASAP team continues to be the constant representation on the ERC which is beneficial in maintaining consistency. There is an ASAP training scheduled for January since we have so many new Members that have not been officially trained.</p> <p><b><u>Health/Safety</u></b></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> <ul style="list-style-type: none"> <li>• The Federal Mask Mandate has been extended until March 2022.</li> <li>• Management has stated in the past that alcohol service will not restart until the mask mandate expires. With the extension of the mask mandate we will continue to press Management to keep this commitment.</li> <li>• Management is in the final stages of de-escalation training. It is unclear if this will be a part of 2022 Recurrent Training or a stand alone training platform.</li> <li>• 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 is a working group evaluating turbulence injuries and could result in several procedural changes.</li> <li>• 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 as in monthly meetings to discuss the findings. Please see Michael Massoni's Safety Report for</li> </ul>	

graphical data. It is imperative for Flight Attendants to submit a fatigue report for pay protection to be considered.

- 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 388 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 continue to decline. The exposure rate is down as well as COVID positive cases among our Members. We do see a rise in calls and emails anytime there is a challenge to the Federal Vaccine Mandate. We continue to get calls from the Members that are upset about flying with Members that have an accommodation as well as the Flight Attendants that feel they are being discriminated against by not being paid if they are not vaccinated.

#### 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 5,574
- 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

**Meeting with CMO – ASAP related**

Report From:	LODO
Submitted Report:	
<p>December 8 LODO Subcommittee Report ~submitted by LaShaye Hutchinson</p> <p>On Monday December 6, 2021 the TWU LODO Subcommittee met with Southwest Airlines for the scheduled quarterly meeting. The final meeting of 2021, was a continuation of previous discussions that both parties were having regarding the current agreement. Topics discussed in this meeting were: · Status of Program Update · Charter Bids and Awards · Trading Guidelines · Trading Timeline · Open time Max pairings · Job Share · Q &amp;A Review · PA Announcements/ walk through · Service on short HAV flights · Technology Status of Program Southwest Airlines reported that as of November 2021, there are 269 Flight Attendants in the LODO program. There are about 4-5 Hired LODOs who opted out of the program. SWA reported that they had a few FA (they could not provide a number) that opted back into the program. They have received inquiries from some of the most recent new Hires who wish to join that program. They are unable to until after their probation period. But they have already started the process of taking the proficiency exam. Once they complete their probation, they will be allowed to officially join the program. These new hires will not be locked into the program with a 3 year commitment. At this time, Southwest does not anticipate growing the program in 2022 to add any “Hired” LODOs. Southwest has increased its international flying as of December 5, 2021. They have started back with the daily TPA-HAV flights. In February, daily flights from FLL-HAV will resume. San Jose flights have been added back to the program. Charter Bids and Awards Both parties discussed and are in agreement that we should have more clear language to resolve the Charter Bidding and Awards issue. The parties have agreed to develop language and will continue with further discussions on the Charter issues. This task was assigned to Brandon Hillhouse and Kevin Allen. They are going to have some language put together by mid January. They want to go over and discuss the grievances on file that this would affect. 1 December 8 LODO Subcommittee Report ~submitted by LaShaye Hutchinson Trading Guidelines, Timelines and Open Time Max Pairings TWU Local 556 LODO Subcommittee expressed to the company that Quality of life and having flexibility within the program is an important issue for the LODO flight attendants. We addressed the trading guidelines, timeline and open time max pairings. Southwest airlines seem to understand and have committed to looking into a possible change to these items. But they needed to further ensure these changes will not affect the entire Flight attendant group. This task was assigned to Lindy Johnson, Jeff “Duke” Coats, and Ann Oh. They will report back at our next scheduled meeting on the final answer to make this change within the LODO subcommittee Agreement. Job Share We brought forth an issue that the LODO Agreement was not being accurately interrupted by Crew Planning as it pertains to Job Sharing. As stated in the LODO subcommittee agreement Section 2.A.9, A Job Share will only be awarded for a LODO line if both Flight Attendants are LODO- qualified. Please refer to the Collective Bargaining agreement Article 10.3, for additional</p>	



information on contractual language on Job Share. This issue came up recently for the January Bids. A LODO FA was told by planning that she was not allowed to Job Share, even after pointing out in the LODO Agreement where it says it's allowed. Granted, the FA did not qualify for Job Share, because she had vacation. SWA admitted that they were aware of the situation, but felt there is an issue with the language and would like to change because of LODO line values for Job share. We expressed, if a FA wants to JOB SHARE, the language allows and should not be denied regardless of the value of the line. We are going to closely monitor this going forward if this happens again. Apparently this was the first time anyone ever requested to JOB SHARE in the program. Southwest just overlooked the language. There is no grievance to file, because the FA did not qualify for Job Share for January. Q & A Review, Service on HAV Flights & PA Announcements/ Walkthrough The other issues that were addressed in the meeting were about the PA announcements, service on HAV flights and Q & A review process. The Union requested alternatives to the PA announcement issues. We also requested clarity on the HAV flights service. Southwest airlines will get back with us, regarding both issues. They have to inquire with another department to get the proper answer and solution. Both parties will participate in a Q & A review, there was an error discovered by your Union in the published Q & A. It was decided we will work collectively in a Q & A process. Technology Our subcommittee had very direct conversation with Southwest airlines as it is related to the lack of technology being used for the LODO program. TWU pointed out that this is an 2 December 8 LODO Subcommittee Report ~submitted by LaShaye Hutchinson unacceptable practice that has gone on since the inception of the program in 2016 with its manual processes. We requested to have answers on when technology would be implemented. The company states broadly, they are working on a bid award program with technology overall. It is in the works, but they could not guarantee when it will come completed with bidding and awarding programs. But LODOs are included in this technology project. They further stated that there are different projects that have priority that impact the entire workforce, not just LODOs. They are committed to researching if they can provide us with a technology timeline. January schedules and beyond Crew Planning just received January schedules from Network Planning this week. There are no additional LODO cities at this time. We are still anticipating the majority of the LODO pairings and lines will be in BWI, DEN, FLL, HOU, MCO, and MDW with the possibility of some additional pairings/lines in other bases. Next Scheduled Meeting: At the time of this report, TWU is awaiting for futures dates to be scheduled for 2022. Both parties agreed that we would try to meet in January to follow up on all the topic discussed in December meeting. Reports attached: ⇒ December LODO Opentime ⇒ January 2022 LODO Seniority list by Base ⇒ January 2022 LODO Bid Awards by Base

<b>Report From:</b>	<b>Negotiating Committee (NT)</b>
<b>Submitted Report:</b>	
<p><b><u>December 2021</u></b></p> <p><b>Scheduled and Updated Negotiation Meetings to Date</b></p> <ul style="list-style-type: none"> <li>• December 1-3 <ul style="list-style-type: none"> <li>o Parties continued discussions and passed counterproposals for FAR 10 Hour Rest during these sessions</li> </ul> </li> <li>• December 10 <ul style="list-style-type: none"> <li>o Discussions included settlements/letters of agreement affected by FAR 10 Hour Rest</li> <li>o Counterproposals for FAR 10 Hour Rest were passed by both parties</li> </ul> </li> </ul> <p><b>Negotiating Committee Business</b></p> <ul style="list-style-type: none"> <li>• Conference meetings w/Negotiating Committee and Advisors</li> <li>• Negotiations prep work for future sessions w/Company</li> <li>• Independent work assignments</li> <li>• Negotiations Update #50 – published December 8  <a href="https://twu556.org/twu-local-556-negotiating-committee-update-50/">https://twu556.org/twu-local-556-negotiating-committee-update-50/</a> </li> </ul> <p><b><u>November 2021</u></b></p> <p><b>Scheduled and Updated Negotiation Meetings</b></p> <ul style="list-style-type: none"> <li>• November 16 <ul style="list-style-type: none"> <li>o Union presented a counterproposal for FAR 10 Hour Rest (Union previous proposal dated June 23, 2021)</li> </ul> </li> <li>• November 30 <ul style="list-style-type: none"> <li>o Company presented a counterproposal for FAR 10 Hour Rest (Company previous proposal dated July 29, 2021)</li> </ul> </li> </ul> <p><b>Negotiating Committee Business</b></p> <ul style="list-style-type: none"> <li>• Conference meetings with Negotiating Committee and Advisors on FAR 10 Hour Rest &amp; strategy</li> <li>• Conference meeting w/ Gentry PR Firm</li> <li>• Negotiating Committee prep work for future sessions w/ Company</li> <li>• Independent work assignments</li> <li>• Negotiations Update #49 – published November 18  <a href="https://twu556.org/twu-local-556-negotiating-committee-update-49/">https://twu556.org/twu-local-556-negotiating-committee-update-49/</a> </li> <li>• Special Negotiations Update on FAR 10 Rest – published November 5  <a href="https://twu556.org/negotiating-committee-update-upcoming-meetings/">https://twu556.org/negotiating-committee-update-upcoming-meetings/</a> </li> </ul> <p><b><u>2022 Negotiation Sessions – First meeting is tentatively scheduled January 6</u></b></p>	

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Report From:	Other
Submitted Report:	
<p><b><u>FLOC</u></b></p> <p>Conference Call with Chris Lampe 555 to discuss next steps for FLOC - December 9</p>	

Report From:		Professional Standards
Submitted Report:		
<b>Professional Standards Activity Report For November 2021</b>		
<b>Company Policy</b>		<b>3</b>
<b>F.A.R.</b>		<b>1</b>
<b>I.R. Filed</b>		<b>3</b>
<b>Internal Peer Support</b>		<b>7</b>
<b>Not Taken</b>		<b>3</b>
<b>Pilot Issue</b>		<b>5</b>
<b>Social Media</b>		<b>1</b>
<b>Unprofessional Behavior</b>	<b>7</b>	
<b>Withdrawn</b>		<b>3</b>
<b>Total</b>		<b>32</b>
<b>Positive Resolution</b>		<b>17</b>
<b>Negative Resolution</b>		<b>1</b>
<b>Unresolved*</b>		<b>14</b>
<b>Source:</b>		
<b>Phone</b>		<b>29</b>
<b>TWU Email Exchange</b>	<b>2</b>	
<b>Pilot</b>		<b>1</b>
<b>Total Team Hours</b>		<b>27.50</b>
<b>*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.</b>		

## Base Information

<b>ATL</b>	<b>2</b>
<b>AUS</b>	<b>1</b>
<b>BWI</b>	<b>4</b>
<b>DAL</b>	<b>1</b>
<b>DEN</b>	<b>6</b>
<b>HOU</b>	<b>3</b>
<b>LAS</b>	<b>2</b>
<b>LAX</b>	<b>1</b>
<b>MCO</b>	<b>2</b>
<b>MDW</b>	<b>2</b>
<b>OAK</b>	<b>3</b>
<b>PHX</b>	<b>5</b>

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:	
<b><u>Executive Board Satellite Base Test Report – December 2021</u></b> There have no meetings or updates on Satellite Bases since the 10/06/2021 Operational Meeting.	

Report From:	Scheduling
Submitted Report:	
<p><i>The number of line positions that a Flight Attendant could be awarded for the month of January decreased by 342 <b>line positions</b>, 8,957 in December to 8,615 in January. The Scheduling Committee left 1,794 positions in open time for the month of January in comparison 1,430 were left in December.</i></p> <p><i>The Committee for the month of January wrote an average of 70.02% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an decrease in purity from January by .2%. (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 96.49 TFP average work days were 13.78. 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 39.45% pure lines, 20.18% weekend off and 55.05% lines containing 3-on/off or 48-hour breaks. The average lines paid 107.9 tfps.</i></p> <p><i>The FLL Satellite base had an average of 43.27% pure lines, 20.19% weekend off and 37.5% lines containing 3-on/off or 48-hour breaks. The average line paid 97.73 tfps.</i></p> <p><i>The Line Writers for January Primaries were: Mark Torrez, Rebekah Knox, Sheri Tyler and Xander Ricker</i></p> <p><i>The Line Writers for December Secondary Lines were: Rebekah Knox Sheri Tyler and Xander Ricker. Jodi Nevant came to visit linewriting, she has visited in the past and is interested in getting involved.</i></p> <p><i>The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i></p>	

<b>Report From:</b>	<b>Shop Steward</b>
<b>Submitted Report:</b>	
<p><b>Shop Steward Committee Report</b> November 2021</p> <p>The Shop Steward Committee continues to meet monthly with Grievance Leaders in regards to procedural matters that affect the grievance process. The Shop Steward Committee met to discuss how to address these matters brought forth in discussions with Grievance Leaders. The Shop Steward Committee is working with Communication, Education and Mobilization/Organization on some collaborated activities.</p> <p>The Shop Steward Committee met to discuss future Shop Steward communication including:</p> <ul style="list-style-type: none"> <li>• Newsletter (Monthly/Quarterly)</li> <li>• Zoom Meetings (Quarterly)</li> <li>• Conference Call (Quarterly)</li> </ul> <p><b>Shop Steward Communication Newsletter</b> Shop Steward Newsletter – December 10</p> <ul style="list-style-type: none"> <li>• Statistics and Trends</li> <li>• Salesforce (updated on what resources are available)</li> <li>• Increase in Step 2 Meetings (Why we are having them)</li> </ul> <p>The Shop Steward Committee answered and responded to all calls and emails sent to the committee in a timely manner.</p>	

<b>Report From:</b>	<b>Survey</b>
<b>Submitted Report:</b>	
<p>VeAnne reports at the request of the Executive Board, she sent out a Holiday Incentive Pay Survey.</p>	

Report From:	Uniform
<b>Submitted Report:</b>	
<p>The Uniform Committee met with the company liaison on November 19, 2021. During that meeting session, we focused on back orders and strategized about ways to get members the pieces they need. We are happy to report that several shipments have come in fulfilling a lot of those pending orders. We will continue to work closely with the company and Cintas on ensuring the timely delivery of orders. A lot of these cases require research, on a case by case basis. We also discussed the members concerns centered around the alternative uniform ordering process. Members are now able to email their base admins directly with questions or for assistance as well as contacting ACT to get their accommodation started.</p> <p>During our last meeting, we also discussed finalizing the NEW Uniform Incentive Program for those who were "Caught looking Sharp". We plan to start implementing it at the Top of the year...first quarter.</p> <p>With the release of the women's blue polo, we have received an overwhelmingly great response from those that have ordered and received them.</p> <p>Our next meeting session is scheduled for Dec 16, 2021. We have exciting ideas centered around member participation and want to focus on building excitement around our uniform program.</p>	

Report From:	WWC
<b>Submitted Report:</b>	
<p>November 19, 2021 - TWU 556 Working Women's Monthly Meeting</p> <ul style="list-style-type: none"> <li>• Discussed - Website and Official FB page</li> <li>• Discussed fiscal budget and needs/goals</li> <li>• Discussed MLK March in January 2022 - with Civil and Human Rights</li> <li>• TWU International WWC Meeting - March 2022 in LAX</li> <li>• Planning next Working Women's Meeting</li> </ul>	





The Union of  
Southwest Airlines Flight Attendants  
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## Safety Team Report

Michael Massoni – 1<sup>st</sup> 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: December 12, 2021  
Re: December 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 - 15**

ASAP Reports received 2021 Year-to-Date:	1837
Accepted Reports Year-to-Date:	1713
Excluded Reports to date:	124
Open Reports:	13
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:	12432

### **Southwest Airlines Event Notification System (ENS)**

Fielded Events for Period: 11/14/21 through 12/12/21 = 388  
Emergencies Declared for Period = 32

2021 Year-to-Date = 5574  
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: 11/14/21 through 12/12/21 = 32  
 Open Reports = 5

	12-06-2021	LAX				
	12-06-2021	LAX				
	12-06-2021	LAX				
	12-06-2021	LAS				
	12-05-2021	DAL				
	11-25-2021	ATL	Paid - Operational Cause	Accepts		Paid - Operational Cause
	11-26-2021	DEN	Non Paid - No Crew Member Report	Accepts		Non Paid - No Crew Member Report
	11-23-2021	BWI	Non Paid - No Crew Member Report	Accepts		Non Paid - No Crew Member Report
	11-20-2021	MDW	No Decision Necessary - Informational only			
		HOU	No Decision Necessary - Informational only	Accepts		No Decision Necessary - Informational only
		OAK	No Decision Necessary - Informational only			

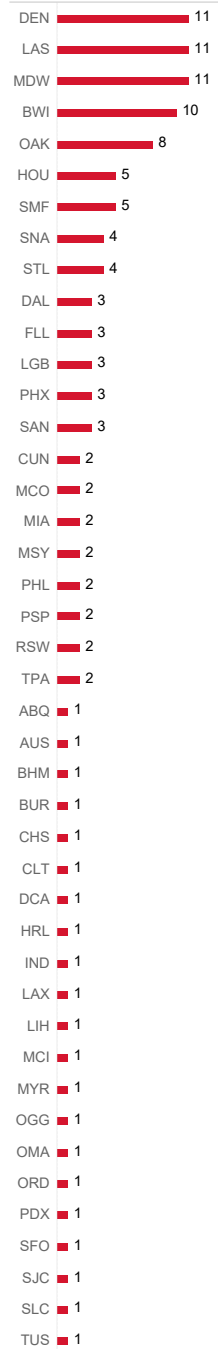
Fatigue Reports received 2021 Year-to-Date:	212
Paid – Operational Causation Year-to-Date:	94
Non-Paid – Operational Causation Year-to-Date:	3
Non-Paid – Non-Operational Causation Year-to-Date:	34
Non-Paid – No Crew Member Report Year-to-Date:	38
No Decision Necessary - Informational Only Year-to-Date:	38
Fatigue Reports received all of 2020:	45
Fatigue Reports received all of 2019:	44
Fatigue Reports received for the life of the program:	301

## **Hot Aircraft Event Reporting**

### **Hot Aircraft Reporting Overview 29NOV21-05DEC21:**

## Hot Aircraft Overview 11.29.2021 - 12.05.2021

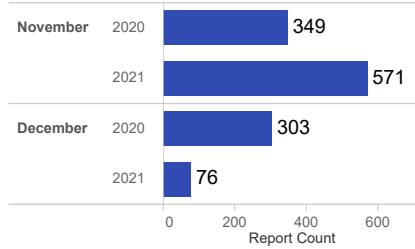
### Hot AC Total by City



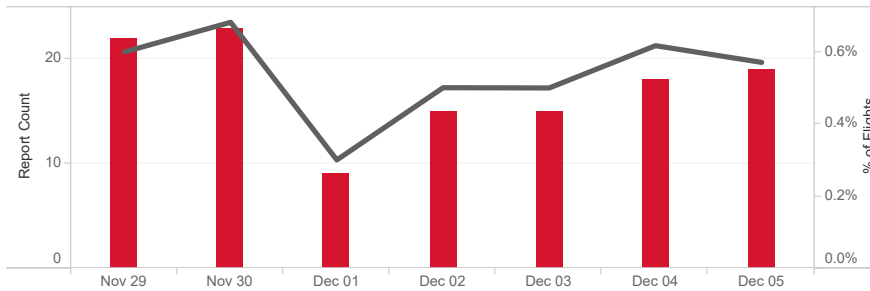
### Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	11/22/2021	11/29/2021	11/22/2021	11/29/2021
ACARS	132	119		-9.85%
Inflight Form	3	2		-33.33%
Grand Total	135	121		-10.37%

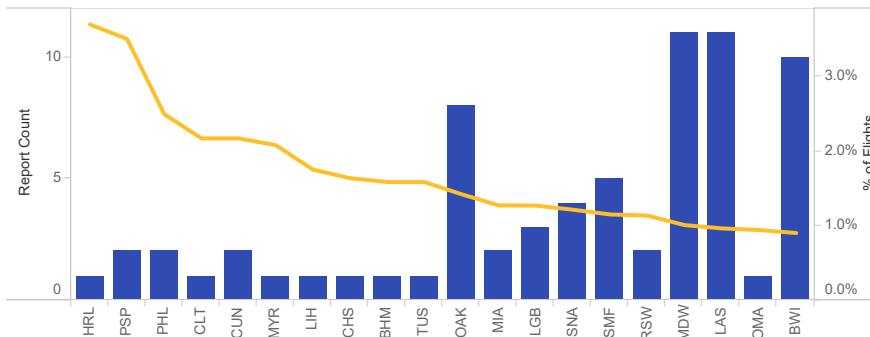
### Year over Year Comparison



### Daily Employee Report Submissions and % of Flights



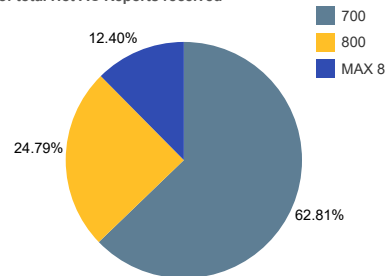
### Stations - Top 20 Based on % of Flights



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	76	0.62%
800	30	0.52%
MAX 8	15	2.13%

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

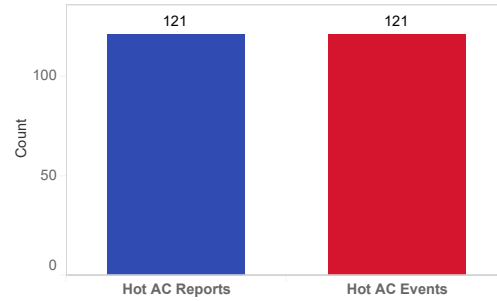
## 'Hot' Aircraft and Gates

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.

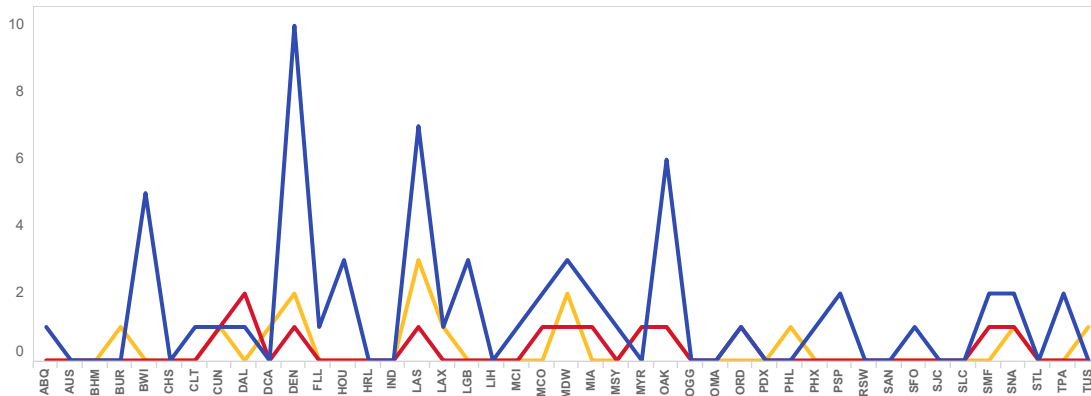


## Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	11/22/2021	11/29/2021
% Air Not Connected	36.36%	50.42%
% Ops Agent Not Present	10.61%	10.92%
% Ramp Agent Not Available	6.82%	13.45%

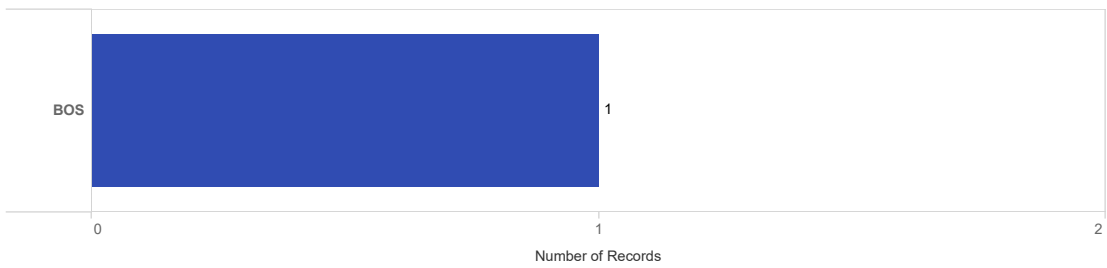


## Good Job ACARS

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 11/29/21 to 12/05/21

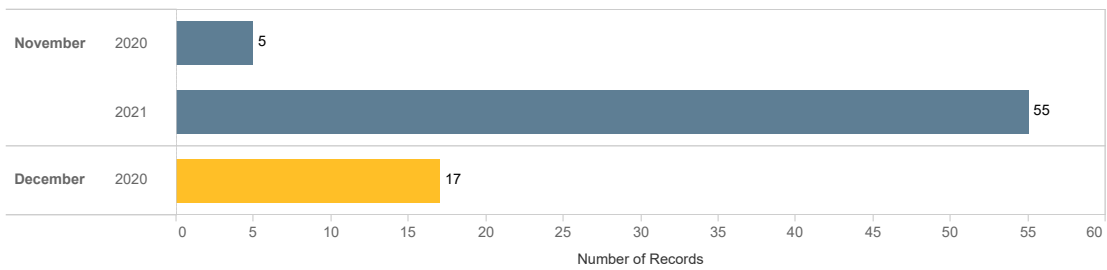
Pax Complaints by Originating City



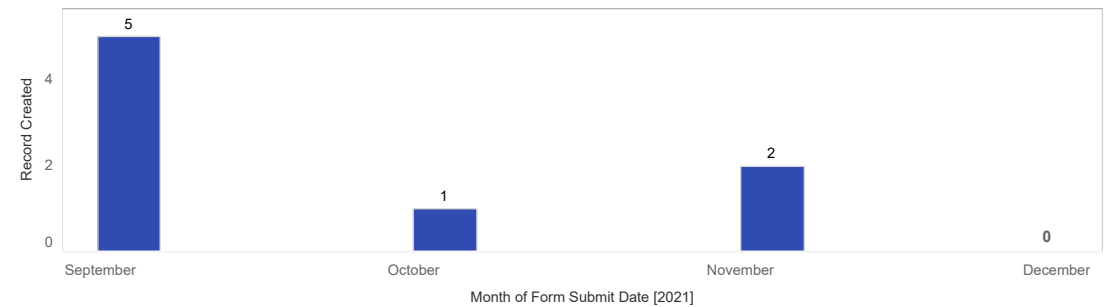
Pax Complaints by day



## Year over Year Customer Complaints

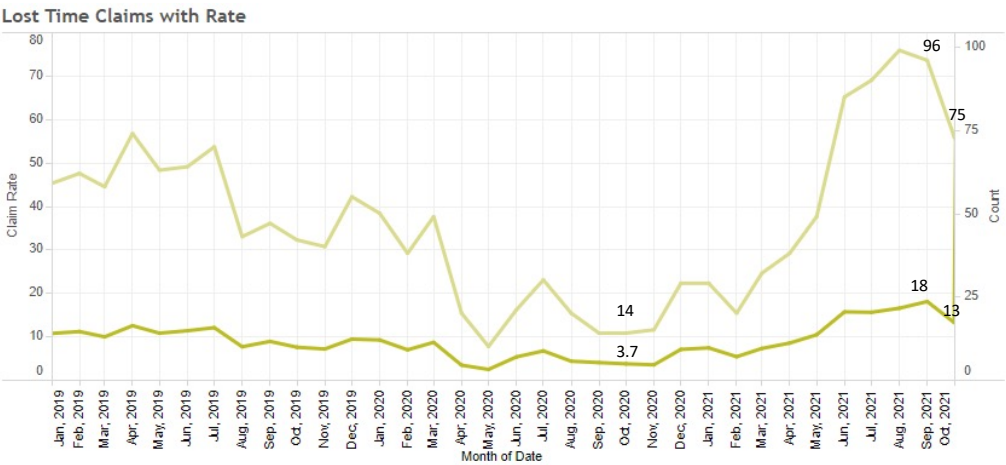


## Monthly Inflight LINK Report Submissions | 3 Month Lookback

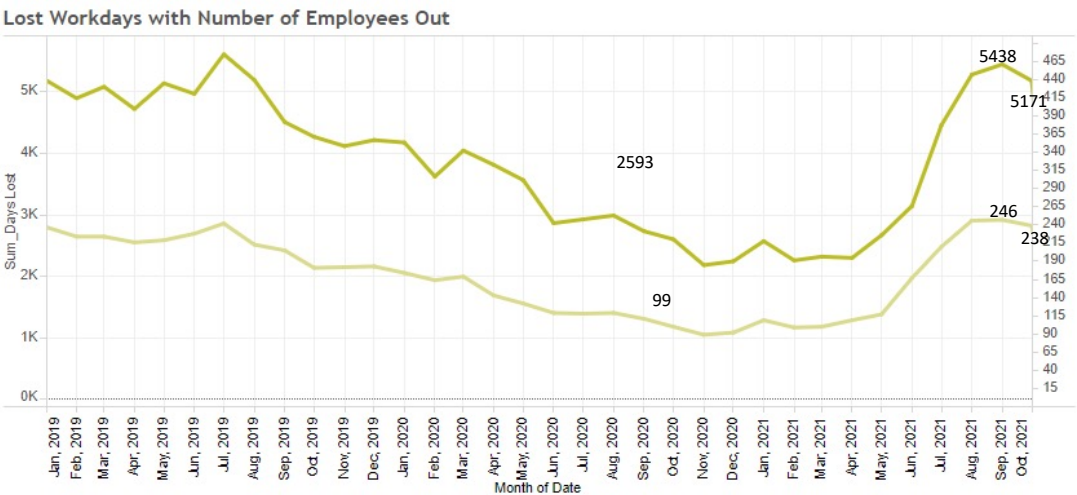


Current Occupational Injury Data:

LTCR



Lost Workdays



## OSHA Recordable (Inflight)

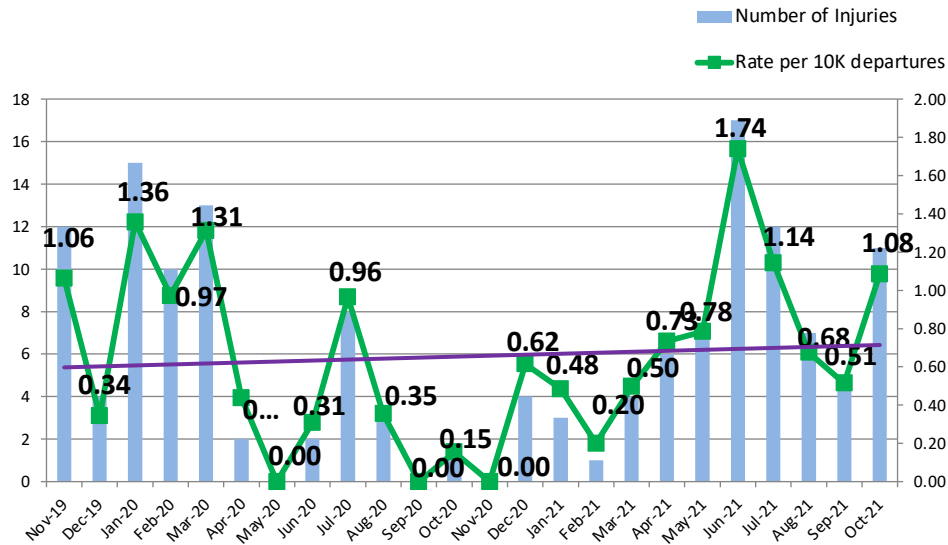
	Date_of_Loss__c / OSHA Recordable					
	2019		2020		2021	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	86	59	84	52	35	64
February	81	71	77	39	29	25
March	82	71	100	33	44	37
April	79	69	29	11	50	37
May	89	61	9	9	51	55
June	80	80	42	21	73	76
July	83	68	40	48	70	94
August	66	46	37	26	81	118
September	74	50	31	19	70	93
October	83	44	28	15	77	76
November	73	47	32	33	59	44
December	69	52	29	50		

## Cause (Inflight-Top 10)

Cause General	2019	2020	2021
Struck by/Against	408	175	303
Other	301	170	212
Slip/Trip/Fall	267	129	254
Carrying/Lifting	162	66	155
Pushing/Pulling	104	49	82
Weather	64	16	24
Caught In/Between	46	15	39
Collision	47	27	24
Contact with object	42	29	23
Inhalation	48	19	12



## 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 and Masking Mandates (Update)

We are monitoring the various lawsuits that have been filed challenging the vaccine mandate for federal contractors.

Recently, courts have temporarily blocked the federal government from enforcing the COVID-19 vaccine mandate for federal contractors while they evaluate the parties' arguments. The courts have not yet ruled that the federal government violated the law in issuing the mandate or that the mandate is illegal. We are keeping a close eye on this litigation and similar proceedings across the country, and we anticipate appeals and other legal procedures will take place before a final decision is made. That process could take several more months.

For now, Southwest Airlines COVID-19 Vaccine Policy remains in place and thus, are still asking Employees to take one of two actions by January 4, 2022 in either getting

vaccinated and submit proof of vaccination status in WorkPerks or to request an accommodation for a medical or sincerely held religious belief.

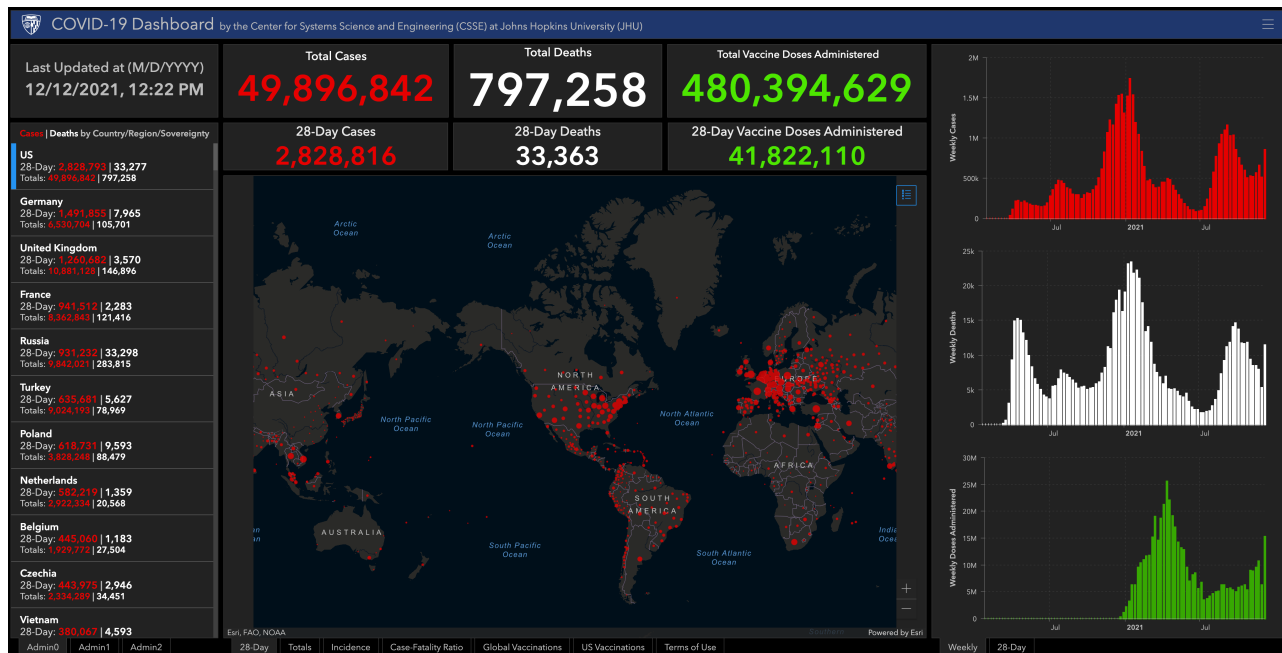
These court rulings do not affect the TSA's plans to extend the federal mask mandate through March 18, 2022. They are also separate from the pending legislation before the Senate, which is focused on the OSHA order for businesses with 100 or more employees.

It is unclear to us at this time if management will move to bring back alcohol sales and/or resume service on short haul segments prior to the current March 18, 2022 mask mandate expiry date.

### Coronavirus Update:

Current COVID-19 U.S. Stats as of 12DEC21:

Mortality Rate: .01597%



### Scheduled and Standing Meetings:

- December 16, 23, 30, 2021 and January 6, 2022 – Safety and Regulatory Compliance Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria
- December 22, 29, 2021 and January 5, 2022 – Top 5 Catch-up Teleconference (Scheduled)
- December 14, 15, 2021 - Executive Boards, Dallas, TX
- December 30, 2021 – Health and Safety Coordination (HASC) Teleconference with Inflight Safety and Regulatory Compliance and Corporate Safety Risk Management
- November 19, 2021 – Inflight Monthly ASAP Touchpoint with FAA POI