



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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FEBRUARY 2022 COMMITTEE REPORTS

Report From:	CISM
Submitted Report:	
CISM Chairperson Eileen Rodriguez presented CISM to new hire training classes 447,448 and 449. Eileen attended the TWU Local 556 New Hire Dinner with class 448. CISM Chairperson Eileen Rodriguez attended several meetings during the month of January these included Meeting with the Senior Manager of the NOC to discuss communication concerns, SWA Emergency Response Team to discuss Survivor Benefits, Tom Crabtree and Steve Murtfoff to discuss CISM Protocols and upcoming education ideas for the Flight Attendant Workgroup and a meeting with Mike Sims to discuss the NOC communication. CISM Chairperson Eileen Rodriguez attended the TWU Local 556 Town Hall zoom The CISM Team responded to a total of 96 Incidents and supported 169 Flight Attendants. Aircraft Incident 1 Assault 2 Birdstrike 1 Bomb Threat 1 COVID-19 2 Crew Member Illness 1 Death on Board 1 Debriefing - Team Member 3 Declared Emergency/Prep Cabin 1 Decompression/Pressurization 1 FA Death 3 FA Death - Calls Related to 1 FA Death of Family Member 4 FA Illness 1 FA Injury 2 Fear of Flying 1 Illness of Family Member/Caregiver Stress 3 Incident on RON 1 Lounge Mobilization - DAL 3 Mechanical 1 New Class Presentation 5 Other 2 Passenger Medical 19 Passenger Misconduct 5 Personal Issue 23 Smoke or Fumes in Aircraft 1 Suicide Attempt of a Family Member 2	

Suspicious Substance on Board 1

Turbulence 3

Van Accident (RON) 1

Total 96

FAs Assisted 169

Report From:	Communications
Submitted Report:	
Communications: Co-Chairpersons Ashley Breuer and Drew Shy Reports: January Communication Emails Sent • Irregular Operations Update • 2022 Has Arrived • Letter to Management from the TWU Local 556 Executive Board • Violation of COVID-19 Agreement • Shop Steward Newsletter • Understanding the New Hire LOA • Clarification and Intent • More Crew Rest • Holiday Hours • Health and Safety Alert • FLOC Letter of Interest • Voluntary Insurance Benefits 2022 • Top 10 Frequently Asked Questions about the PIN • Reminder to Register for today's Zoom Webinar hosted by the TWU Local 556 NT • White House makes half a billion COVID-19 Test Kits available to all Americans • TWU Local 556 Virtual Town Hall Invitation • Your 2022 Voluntary Benefits Enrollment is Here • Message from Lyn Montgomery and Gayle Ross Middleton • LODO Subcommittee Newsletter • TWU Local 556 Virtual Town Hall Invitation Reminder • Focus on Reserve A Zoomcast Hosted by the Education Committee • World Breast Pumping Day by WWC • Union Plus Scholarship Application Deadline • 10-hour Rest Rule Webcast Recording Now Available • E-Connection Phoenix (3) • E-Connection Houston • E-Connection Austin • E-Connection Baltimore • E-Connection Orlando • E-Connection Ft. Lauderdale • E-Connection Atlanta • E-Connection Los Angeles • Managed TWU Local 556 social media outlets.	

- Website postings and updates
- Answered Membership Communications and Union emails and/or routed them to the Executive Board or appropriate Committee for a response.
- Assisted with the upcoming Spring 2022 Unity Magazine
- Assisted with MLK and other social media graphics
- Weekly catch-up conference calls - Ashley and Drew
- Assist with Membership Town Hall presentation
- Assist Uniform Committee - Planning Session
- Videographer Planning Session
- NT Zoom Planning and Assist
- Unity Planning Session
- LODO Planning Session
- Education Planning Session

Publications:

Vice-Chairperson Mikita Johnson reports:

The Publications team used the month of January to plan the next issue of Unity. Because the Spring issue of Unity historically features the Civil and Human Rights Committee, Publications met with CHRC chairwoman Pamila Forte to strategize the most inclusive approach to the Spring 2022 magazine. Publications settled on the theme: "A Celebration of Inclusivity and Community," which will feature content showcasing TWU Local 556's commitment to diversity and equality in the flight attendant community and beyond.

Videography:

Vice-Chairperson John Long reports:

- January 19 - worked on 10-hour Rest Rule Webcast for NT
- January 20 - edited and uploaded webcast for later broadcast
- January 24 - Strategy Meeting with Members of the Executive Board and other Committee Leaders for Town Hall Webcast
- January 26 - Town Hall prep and recorded Webcast for Town Hall
- January 27 - Edited and uploaded Town Hall Webcast for later broadcast

Report From:	COPE
Submitted Report:	
<u>Committee on Political Education Report</u> January 2022 • President Samuelson is testified February 2nd before the House Transportation & Infrastructure Subcommittee on Highway & Transit addressing the future of Autonomous Vehicles. • TWU International joined on 2 letters addressing interference and assaults of airline Passenger Service Agents and ground personnel who have security duties at the airports. Previous DOJ letter addressing crew member interference and assaults left out ground personnel. These two letters address that fact (impacted locals: 555 OPS Agents, Spirit Air Passenger Service Reps in FLL). • Briefed on TWU International meeting with Corliss King, Ann Claire Crawford, and Roy Soria to discuss SWA planned roll out of Illinois Sick Leave Act. Potential violation of the law in that it would allow members to accrue attendance points. Still waiting to hear back to review written policy from SWA. • TWU International met with Republican Peter Meijer (MI) on co-sponsorship of banned PAX bill. Still trying to nail down a Rep. sponsor in the House. • Cabin Air-Quality bill looks like a Spring reintroduction. Not much change from the last bill in the 116th Congress. Blumenthal's Senate Sponsor and Garamendi on House. • TWU International submitted comments on DOT's desire to change the Onboard Wheelchair (OBW). The comments focused on issues relating to flight attendant use inflight. • Prep work for upcoming for TWU International priorities in the new version of the FAA Reauthorization <i>TWU International COPE Conference scheduled for May 2022 has been canceled</i> TWU International State Conferences Arizona/Colorado/Nevada/New Mexico – Report Submitted by Maria Teresa Hank - o Klarissa Principe wants us to find out how many members are contributing to COPE not only in NV but in totality. Andrew is working on a scannable QR code for easy - o Klarissa Principe also wants us to find out how many of our members are registered to vote. - o Maria Teresa Hank brought up staying on top of our local elections as the Republicans are going to fight hard to win NV. Catherine Cortez Masto's Senate seat is up in November. We need to work on Palm Cards for voting. - o Start attending AFL State meetings. Allegiant is not a member yet of the AFL CIO - o Addie Crisp said she will start sharing more community events now that volunteering is now back in most communities. - o Klarissa discussed how to get new hires to sign up for COPE. I discussed our procedures with Damion. - o We will be making a calendar of events both political and community for each state. - o Derek Moore has 50% of his local contributing to COPE! - o Next meeting will be February 22nd at 12 noon PST. Attendees: Maria Teresa Hank – 556 Klarissa Principe - 577 Addie Crisp - 556 Derek Moore - 502 Jamie Simpson - 556 Abilio Villaverde - 555 Bryan Orozco - 556	

Andrew Rangolan - International

D.C./Maryland/Virginia – Report Submitted by Damion West

Meeting Held Friday 4, 2022

- Appointment of Co-Chairs
Maryland – Alyssa Baiyina
Virginia – Mercer Taylor
- Discussed a plan to complain to the State of Maryland about how SWA applies MDFlex
-
- Set Priorities for the State Conference

Short Term Goal

Candidate List

Voter Registration Drive

Long Term Goal

State Legislative Session

Community Service Projects

Union Affiliates

- Next meeting set for Friday, March 10, 2022, at 11:00 EST

Attendees:

Damion West – 556

Kerry Killeen – 556

Alyssa Baiyina – 556

Marwyn Hughes – 555

Mercer Taylor – 527

Andrew Rangolan – International

Georgia – Report Submitted by Pamila Forte (Co-Chairperson)

Georgia State Conference Meeting

Date: February 5, 2022

In attendance from TWU Local 556- Pamila Forte (Co-Chairperson)

Mayoral Candidates Screening for the City of Augusta, Georgia

Guests:

Garnett Johnson

Charlie Hannah

Robert Ingham (no-show)

Meeting begins @ 11:02

Garnett Johnson's Platform:

- Growth; grow jobs in the community.
- Action: Not just talk on social media, wants to get in the community.
- Face crime head on.
- Wants to work closely with the city commissioners
- Will have his headquarters in South Augusta.
- Wants to have adequate transportation to help people get to work.
- Will analyze the routes to make sure people that need transportation have it.
- Will request operational and efficiency revue
- Supports city employees organizing for a Union.
- Will not support automated trucks. This is a job needed and automation will eliminate jobs.
(Will have a negative economic impact.)

- Pledge and promise to never be a politician and will get the city going.
- Has experience as a blue-collar business owner
- Will reach across the aisle to get things done.
- Is a lifelong Democrat and has a great relationship with the Republican Governor. (Selected by the governor to work on a state committee).
- He is a son of a truck driver.

Charlie Hannah's Platform:

- Is the current School Board President and a business owner.
- Will represent and lead unselfishly
- He is used to making decisions that will help the county and education for 35,000 students.
- Will reduce crime rates.
- Upgrade, roads, Sewers, and streetlights.
- Will work on affordable housing.
- Will rebuild infrastructure
- Looking at other incentives for bus drivers and cafeteria workers.
- Will bring back the public service agreement contract to Augusta. (Currently in Dallas).
- Public transportation should remain in house.
- Feels nine routes is not providing enough service to the community.
- Will expand public transportation
- Supports apprenticeship programs.

Next meeting scheduled for February 26.

Meeting ended @1:15 pm

Texas/Oklahoma Report Submitted by Renda Marsh

TWU Texas/Oklahoma State Conference Meeting

February 2, 2022

Meeting opens - Call to order

11:19 AM CST - Renda Marsh sworn in as Vice President District 7.

Discussions

The 7.1-billion-dollar Housing Investment Trust

Welch WV - McDowell County and the project for affordable housing for Teachers.

Texas COPE 2022

Again, the Resolution 13 was an in-depth conversation.

Excited to bring this and many other resolutions to the National Convention in June 2022.

Caucus Endorsement discussions and upcoming elections

Texas AFL-CIO COPE Convention – January 20/21 – Report Submitted by Renda Marsh Council on Political Education

As with any COPE Convention - there are so many moving parts all at the same time. Many of the attendees are running double delegate duty and serving on panels, presenting, and filling in where necessary to make the convention run as smoothly as possible.

Unfortunately, Covid 19, intervened and the Convention was moved to a virtual format. Nonetheless, we Unionid on and the time we spent together was valuable and productive.

This Convention was fortunate to have many respected speakers imparting their wisdoms, plans, and projects supporting Labor and the betterment for the working class.

Beto O'Rourke - Gubernatorial Candidate

Randi Weingarten - President AFT

Liz Shuler – AFL-CIO President

Attorney General Debate

With the election season upon the nation, the Drafting Committee met to discuss many facets of our supporters and how true to the cause of Labor, and their history and past choices Renda Marsh serves to represent TWU 556 on the Drafting Committee.

Resolutions are made at each convention and the Resolutions Committee met to discuss, vet, and present the proposed resolutions to the Convention Body for a proper vote. We are thankful for Thom McDaniel and Latonia Paul-Benoit who both serve on this vital committee.

This COPE Convention a resolution was presented regarding Transport Assaults – Aviation

13) Resolution Against Physical Assaults and Mistreatment

On May 23, 2021, a Southwest Airlines flight attendant was attacked by a passenger, lost two teeth and suffered other injuries to her face. On May 24, a JetBlue passenger had to be restrained with zip ties after he threw his carry-on luggage, laid down in the aisle, refused to get up, grabbed a flight attendant by the ankles and stuck his head up her skirt. On a recent Allegiant Airlines flight, it took five people, including three flight attendants, to tie down a passenger with 10 seat belt extensions. One flight attendant had bruises on her ribs from being kicked and another was bit on the breast by the enraged passenger.

Every day, flight attendants and airport workers across the industry are victims of physical and verbal harassment. In 2021, passenger misconduct reports to the FAA skyrocketed 4000 percent to nearly 6,000 incidents with 4290 mask-mandate related. In the same year, Southwest Airlines flight attendants reported an alarming 477 incidents of passenger misconduct over a one-month period.

Mismanagement by bosses is exacerbating this crisis. Flight attendants and airport workers have been pushed to the brink by airline and airport management's poor preparation for the recovery from the economic downturn. Flight attendants and airport workers are suffering from excessive duty days, constant schedule changes, fatigue, COVID-19 infections, and threats of discipline for using their earned sick time.

Facemask disputes, frustration over delays and cancellations, and pent-up anger from the pandemic are all commonly cited reasons for the surge in violence in airports and on aircraft and in airports. When misconduct is reported, airlines often simply remove offenders from one flight only to put them on the next one. There is no excuse for allowing this abuse to continue. While the FAA issued a zero-tolerance policy on passenger misconduct and levied over one million dollars in fines to passengers, only a small number of the cases have been referred for prosecution. More must be done to protect flight attendants and all airline workers.

NOW, THEREFORE, BE IT

RESOLVED, that the 2022 Texas AFL-CIO COPE Convention calls for the following actions to prevent assaults on America's flight attendants and all airport workers:

Seek federal legislation to include an industry wide permanent banned passenger list no fly list for passengers convicted of assaulting flight crews or airline employees

Work with state and local lawmakers to elevate the penalties for assaulting airline workers and deter would-be perpetrators

Prohibit serving alcohol on domestic flights and study a ban on alcohol sales in passenger terminals

Demand that the Department of Justice, airlines, and airports file criminal charges whenever there is any incident of passenger misconduct or assault aboard commercial airlines or in airports

Require that flight attendant self-defense training be paid and mandatory

Permanently change mandatory airline announcements to inform passengers that misconduct or assault will result in criminal prosecution and fines

Require airports to be staffed with visible security officers in passenger check-in and gate areas

Expand the Federal Air Marshal Service to increase the number of flights with an armed Air Marshal, and BE IT FINALLY

RESOLVED, that a copy of this resolution be sent to Transportation Secretary Pete Buttigieg, FAA Administrator Stephen Dickson, Attorney General Merrick Garland, and the appropriate Chairs and Ranking members of the House and Senate Committees and Subcommittees dealing with the safety on our nation's commercial air carriers.

Violence against our Members is never acceptable. We call on the Texas State AFL-CIO COPE Convention to stand together and send the strongest message that assaults on airline workers won't fly.

A full list of the Resolutions can be found on the Texas AFL-CIO Webpage.
<https://www.texasaflcio.org/COPE-2022-Resolutions>

Georgia Central Labor Council - Report Submitted by Pamila Forte

Date: February 9, 2022

In attendance from TWU Local 556 - Pamila Forte (Delegate)

Meeting started @ 6:03 pm

James Williams calls the meeting to order.

New Delegates were sworn in.

James Williams discussed the financials:

General account - \$54,300.65

COPE - \$1,270.09

Special Events - \$34,351.39

Young Workers - \$59.94

Guests:

Rhonda Robinson and Natalie Villasaner - Housing Justice League

-Disused new bill - Tenant Bill of Rights

-Housing Justice League has an in-person meeting Thursday @ 6:30 pm, they will discuss rent stabilization and mass evictions. People are being forced out of their homes.

Lydia Glaze – United Way Director

Lydia Glaze will give her last update for a few months. Lydia will be running for Georgia State Representative for District 67.

Sandra Williams – Executive Director ANGLC

-Discussed they will be relaunching the bridge program with Banneker High School.

-House Bill 1037 - it will help labor and faith community to navigate through the DOL. People are waiting a year just to receive an appeal for unemployment.

-Jon Ossoff was in Henry County promoting the infrastructure bill. It will come to a vote in the next couple of weeks.

-100 people joined in the solidarity March honoring Rosa Parks.

-Last week there was a press conference with the NAACP, about redistricting, and the unemployment crisis.

-February 26th labor will participate in food distribution @ Marjorie's House.

-Also, February 26th there will be a bus ride to Bessemer, Alabama for the anniversary of "Bloody Sunday", tickets will be sold for \$60.

-April 2nd there will be a workshop on record restriction with the New Georgia project.

Ryan Richardson – ANGLC Program Director

Discussed the following bills:

Labor is supporting:

HB 499

SB 291

HB 926

HB 1037

HB 39

Labor is opposing:

SB 331

SB 1009

Ryan will send a document with the details of each bill.

Charlie Fleming – President Georgia AFL-CIO

- Charlie discussed mental health.
- Georgia AFL-CIO hired a new political director.
- Please find out about release staff for upcoming elections.
- GA AFL-CIO needs the locals to assign union coordinators for the upcoming elections, turn in the names as soon as possible.
- Workers Unite are organizing for Starbucks. Captive audience meetings to be announced soon.
- ANGLC will be collecting clothing for the homeless. You can drop off at the IBEW building.
- If you go to Starbucks on Howell Mill Rd to order coffee, leave your name as UNION YES, to let them know you support their organizing efforts.

Meeting adjourned @7:30 pm

Report From:	Education
Submitted Report:	
The Education Committee met via Zoom on January 7th and 20th for strategic planning. Posts were made to the Education Committee Page and the Official TWU Local 556 Facebook Group during January in regards to: Holiday Incentive Pay, IROPs assistance, Incentive Pay extension and reminders, Job Share exemption, Secondary Bidding dates, Zoomcast invite, additional IROPs graphics for Winter Storm Landon. The Education Committee created two e-mail blasts, "Top 10 Frequently Asked Questions About...the Personal Illness Note (PIN)," and "Focus on Reserve--A Zoomcast Hosted by the Education Committee." The Committee responded to all e-mails from Members. On January 28th, Co-Chairpersons Angie Kilbourne, Josh Rosenberg and Amanda Gauger conducted the first Probationary Zoomcast covering Reserve. The Zoomcast lasted approximately one hour, forty minutes. In addition to covering the basics of Reserve, questions from Members were answered. The Education Committee also participated in two conference calls with the Negotiating Committee regarding the 10 Hour Rest Rule LOA on January 14th and 18th. Co-Chairperson Angie Kilbourne helped write and put together the New Hire LOA e-mail. She assisted the Negotiating Committee with composing and editing the 10-Hour Rest Rule LOA FAQ. Angie also created, designed and edited the Reserve Zoomcast presentation, writing a script, email, creating a social media invitation graphic, participating in a practice session and coordinating with guests. She also completed and distributed an update to the "Welcome to BWI" and "Welcome to DEN" packets. Co-Chairperson Amanda Gauger coordinated the printing and delivering of the New Hire Handbooks. She assisted in editing the PIN e-mail blast as well as the New Hire LOA e-mail. She communicated with the Grievance Coordinators regarding Scheduling breaking contract language. She also brought RDV calculation issues to their attention to be researched. She began work on a series of e-mails to be sent to Flight Attendants during their probationary period. She also assisted in editing content for the 10 Hour Rest Rule LOA. The Committee also responded to calls, emails, texts, social media and private messages from Members. The Committee assisted with many incentive payroll issues and IROPs questions.	

The Committee continues to add and remove members from the Official TWU Local 556 Facebook Group. The Group currently has 8,183 Members.

Co-Chairperson Angie Kilbourne also assisted other Committees during January. For the Civil and Human Rights Committee, she designed and edited "Wear Blue Day" social media graphics (for Facebook, Instagram and Twitter). She designed and edited MLK, Jr. Day and Weekend of Service social media graphics. She designed and edited multiple options for Black History Month. She provided the final version of the suite, including an 11 x 17 poster .pdf for the lounges as well as social media graphics. She created and edited the Human Trafficking Super Bowl poster and social media graphic. For the Uniform Committee, she designed two concepts for the Committee's "You Got Caught" campaign, included a two-sided postcard and social media graphic. She also designed multiple Facebook graphics for the Committee's "Uniform Closet" campaign.

The Education Committee would like to thank Drew Shy and Ashley Breuer for helping the Education Committee successfully communicate with our Members via e-mail and updating the website and app, as well as the Zoomcast preparation. The Education Committee would also like to thank Corliss King, Joe Skotnik and Lyn Montgomery for taking part in the Reserve Zoomcast, and Carolee Weatherbee for assisting with updates and edits to the "Welcome to BWI" packet.

Report From:	FADAP
Submitted Report:	
We have 4-Team members that work week on call that's from <u>Sun-Sun</u>. The team member is available <u>24/7</u> at 19.5 trips for the week being paid from our budget with TWU 556. We have 30-team members that are required to work one 24hr backup shift per month, this person is the backup for the week on call. A different team member for each day of the week. This is voluntarily only when they are not working online. The reason we have a 24 hr backup is we don't want to overload the week on call. We have it so that no team member will have more than two clients per week. We want to spread out the workloads. The chair of the team Tom: worked Jan. 10th-31st and Greer East Coast Coordinator worked Jan. 2-10th. Greer worked week-on-call 11-16th. McArthur is currently on medical leave. He volunteers to help back up Tom and Greer if we need it. McArthur finished training our last new team member this month. He had him listen in on a live reach out call. This was with the permission of the FA. McArthur made sure that all of the new team members are comfortable with the process and making sure they're able to get into Salesforce and log the information. We had one of our local DAL team members, Jodi N. that attended 2 of the new hire TWU union dinners this month. Every week we have each team member submit (email) a weekly update for any and all FADAP activities they have. They then send their report to their Base Coordinator. Each Base Coordinator compiles their bases report and sends one email to their Regional Coordinator. The Regional Coordinator then compiles all of their bases and then sends one report to the FADAP Chair. The Regions are broken up into East and West Coast. Greer has the East Coast which include ATL, BWI, DAL, MDW and MCO. McArthur has the West Coast which includes the remainder of the bases DEN, HOU, LAS, LAX, OAK and PHX. Thank You for allowing us to be of Service to Our FA. This really helps our work group Peer to Peer It works because we have experienced what they are going through.	

Report From:	Grievance
Submitted Report:	
<i>February 2022 Grievance Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 231 total grievances: 26 terminations 38 group grievances 25 non-term disciplinary 60 Attendance 82 individual contract <i>Total Contract Grievances on file: 120</i> <i>Total Discipline Grievances on file: 111</i> <u>Settled and Withdrawn Report:</u> In January, thirty-five grievances were settled; of those fourteen were settled at the Step 2 level, fifteen while preparing for Executive Board review, four at the SWA Preliminary decision stage, and two at a grievance monthly Labor meeting. Thirty-three grievances were withdrawn without prejudice, four grievances expired, and one FA released the Union to proceed on their own. Of the sixty Attendance grievances, twenty-five are No-Shows, five Unable to Contact, fifteen Failure to Report, ten Sick Leave 1, three No-Show Training, one SLA, and one SL. The twenty-five non-term disciplinary grievances consist of: fifteen written warnings, three final written warnings, six thirty-day suspensions, and one under the “other” category. <u>Fact-Finding Meetings:</u> Forty-three fact-finding meetings were held in the bases, in January 2022. We are continuing to see a lot of meetings for Termination level points. <u>Chat Apps</u> 2,264 chat app messages received the month of January. <u>Board of Adjustments:</u> FA: Written Warning scheduled for January 27, 2022. <i>Deadlocked and then settled.</i> FA: (Food issue) is scheduled for February 24, 2022. <u>Arbitration Schedule:</u>	

Group: ESCP: being scheduled.

Arbitration-Proceeding on Their Own:

FA: Written Warning Class 2.13

FA: Termination

FA: Termination

Upcoming Grievance Meeting: The Union and Management have agreed to a Labor meeting to be held February 22, 2022.

Report From:	Health
Submitted Report:	
Joint Safety and Health Report - February Executive Board Meeting <u>ASAP</u> Our ASAP program continues to have healthy reporting. We have received 115 reports YTD 2022 as of 2/3/2022. 111 of these reports have been accepted and 4 reports were excluded. We have 39 open reports in the queue. We have received 12,661 reports over the life of the program. We recently attended a 2 day ASAP training conducted by the FAA. This was the first time the FAA has done a training course in several years. The meeting was held in person and virtually. Our ASAP group will be involved in 2 panels during the upcoming ASAP InfoShare to be held in St. Louis in April. The panels will be on COVID and the Southwest Flight Attendant Fatigue Risk Mitigation Program. <u>Health/Safety</u> Health and Safety continue to meet with Inflight Management on a weekly basis – we are able to discuss the current health and safety issues that affect our Members and the airline in general. • The Federal Mask Mandate is still in existence and will be until March 2022. We are hopeful the Mandate will be lifted at this time. • Management has announced that alcohol service will be starting effective February 16th. Ultra Short Hauls will be the only city pairs that will have a modified service of water only. We have made the Union's stance very clear that we do not feel this is safe for our Members (service alcohol prior to the Mask Mandate being lifted). Additionally, we feel there should be a modified service on short hauls as well. We are encouraging our Members to report issues they experience on these flights as this will be the only way we will be able to make any changes. • Management has started the first stage of de-escalation training in RT this year. There is a segment in Recurrent Training as well as it being addressed by base leadership.	

- Injury data is discussed monthly with Inflight Management as well as with Sr. Safety Management.
- Fatigue reports are still climbing with all of the operational challenges. Southwest is working on a new technology program that will house fatigue reporting as well as IR reporting. This system is supposed to be more user friendly 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 344 in the past month. Emergencies were declared for 15 of these events. When an emergency is declared, many times our Members are unaware of the event so there is no follow-up with our Members. If the event directly involves our Flight Attendants, we do follow-up with the Members as well as the DEBM's. Additionally, we receive numerous emails from the NOC that do not come across as an ENS.

Covid-19/Corona Task Force

The CTF phone calls and emails have currently decreased. We hope this continues to decline. There is a new variant in the news BA-2 that we hope does not cause the same issues as when the Omnicron variant was discovered.

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.

- 2022 447 – 1/9/22 – 2/13/22
- 2021 5,864
- 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 Recurrent Training
Meeting with CMO – ASAP related
Fatigue Risk Mitigation Meeting(s)**

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Report From:	LODO
Submitted Report:	
LODO committee report for January February 10 Submitted by Claudio Adams The LODO committee met on Jan 26, 2022 via zoom to discuss the previously held meeting with the company in December, 2021. We discussed the updated state of the negotiation process and how the company requested to meet with the LODO committee monthly, to discuss operational challenges, in an effort to get a feel and understanding of the items that can be rectified for our operational challenges. A date was set for Feb 10, 2022 The first monthly email was sent out to our LODO members to update them on the negotiations process and future activities that will start in this quarter. The LODO Committee will host a Zoomcast on February 17. LODO Subcommittee Report Submitted by LaShaye Hutchinson The LODO committee communicated with member Marco Alejandro due to issues during the bidding process. Started planning for our Zoom member (LODO) meeting that will be held Feb 17, 2022, and sent the invitation email to the communication committee to be sent out to the LODO members a week before the event. 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 &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.

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.

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 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 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.

Report From:	MOBORG
Submitted Report:	
MOB/ORG met with the Education, Shop Steward & Uniform Committees. We have coordinated updating the resources for our New Hires with the Education Committee including the New Hire Handbook and providing additional resources to our New Hires. MOB/Org continues to meet with and strategize with Education, Communication and Shop Steward Committee Chairs on our 2022 MOB/ORG initiatives.	

Report From:	New Hire
Submitted Report:	
The New Hire Committee continues to host classes every week with the Company continuing to graduate close to 100 new flight attendants every Friday for the foreseeable future. The New Hire Committee would like to thank all the members who have helped attend the talks and dinners, especially Shelly LeFebvre and Jessi Zimmerman.	

Report From:	Other
Submitted Report:	
FLOC - January 2022 • Email sent to membership asking for letters of interest - January 17th • Received 15 letters of interest for the committee	

Report From:		Professional Standards
Submitted Report:		
Professional Standards Activity Report For January 2022		
Company Policy		3
CRM		4
F.A.R.		1
I.R. Filed		4
Internal Peer Support		3
Not Taken		6
Pilot Issue		4
Unprofessional Behavior		5
Total		30
Positive Resolution		17
Negative Resolution		02
Unresolved*		11
Source:		
Phone		24
TWU Email Exchange		02
Pilot		02
Referral		02
Total Team Hours		27.00
*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

ATL	1
BWI	3
DAL	2
DEN	3
HOU	5
LAS	4
LAX	1
MDW	4
PHX	3
Pilot PS	3

Report From:	Safety
Submitted Report:	
Joint Safety and Health Report - February Executive Board Meeting <u>ASAP</u> Our ASAP program continues to have healthy reporting. We have received 115 reports YTD 2022 as of 2/3/2022. 111 of these reports have been accepted and 4 reports were excluded. We have 39 open reports in the queue. We have received 12,661 reports over the life of the program. We recently attended a 2 day ASAP training conducted by the FAA. This was the first time the FAA has done a training course in several years. The meeting was held in person and virtually. Our ASAP group will be involved in 2 panels during the upcoming ASAP InfoShare to be held in St. Louis in April. The panels will be on COVID and the Southwest Flight Attendant Fatigue Risk Mitigation Program. <u>Health/Safety</u> Health and Safety continue to meet with Inflight Management on a weekly basis – we are able to discuss the current health and safety issues that affect our Members and the airline in general. • The Federal Mask Mandate is still in existence and will be until March 2022. We are hopeful the Mandate will be lifted at this time. • Management has announced that alcohol service will be starting effective February 16th. Ultra Short Hauls will be the only city pairs that will have a modified service of water only. We have made the Union's stance very clear that we do not feel this is safe for our Members (service alcohol prior to the Mask Mandate being lifted). Additionally, we feel there should be a modified service on short hauls as well. We are encouraging our Members to report issues they experience on these flights as this will be the only way we will be able to make any changes. • Management has started the first stage of de-escalation training in RT this year. There is a segment in Recurrent Training as well as it being addressed by base leadership.	

- Injury data is discussed monthly with Inflight Management as well as with Sr. Safety Management.
- Fatigue reports are still climbing with all of the operational challenges. Southwest is working on a new technology program that will house fatigue reporting as well as IR reporting. This system is supposed to be more user friendly 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 344 in the past month. Emergencies were declared for 15 of these events. When an emergency is declared, many times our Members are unaware of the event so there is no follow-up with our Members. If the event directly involves our Flight Attendants, we do follow-up with the Members as well as the DEBM's. Additionally, we receive numerous emails from the NOC that do not come across as an ENS.

Covid-19/Corona Task Force

The CTF phone calls and emails have currently decreased. We hope this continues to decline. There is a new variant in the news BA-2 that we hope does not cause the same issues as when the Omicron variant was discovered.

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.

- 2022 447 – 1/9/22 – 2/13/22
- 2021 5,864
- 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 Recurrent Training
Meeting with CMO – ASAP related
Fatigue Risk Mitigation Meeting(s)

Report From:	Scheduling												
Submitted Report:													
<i>The number of line positions that a Flight Attendant could be awarded for the month of March increased by 88 line positions, from 8,814 in February to 8,902 in March. The Scheduling Committee left 1,926 positions in open time for the month of March.</i> <i>The Committee for the month of March wrote an average of 70.22% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a decrease in purity from February by .18%. (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 97.59 TFP average work days were 13.74. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i> <i>The AUS Satellite base had an average of 48.36 % pure lines, 25.41% weekend off and 46.72% lines containing 3-on/off or 48-hour breaks. The average lines paid 98.49 tfps.</i> <i>The FLL Satellite base had an average of 47.17% pure lines, 12.26% weekend off and 44.34% lines containing 3-on/off or 48-hour breaks. The average line paid 101.61 tfps.</i> Recently it was brought to the Scheduling Committee's attention that there were significant discrepancies in VR line holder percentages from base to base. Xander had noticed the discrepancy during VR line writing for February VR Lines and asked Ann Oh about the discrepancy. Ann said, "they are roughly the same between bases." This is not the case. It was later said that Ann did not understand the question. The Scheduling Committee is very familiar with how the building process works and that there can be some discrepancies with predicted reserve staffing but it is the Scheduling Committee's opinion that there should be a negotiated percentage of VR Line holders per base in our upcoming TA. Here are the statistics for VR line holder ratios. This number is the percentage of people who sat reserve and held a VR line, not to be confused with number of VRs vs Primary's. Please contact Xander Ricker or Mark Torrez if there is any confusion or if further questions need to be answered. <table><tr><td>ATL 30.71 %</td><td>DEN 25.8%</td><td>LAX 23.3%</td><td>OAK 25.72%</td></tr><tr><td>BWI 26.52%</td><td>HOU 28.8%</td><td>MCO 25.16%</td><td></td></tr><tr><td>DAL 29.34%</td><td>LAS 32.5%</td><td>MDW 21.58%</td><td></td></tr></table> There have also been two issues regarding the New Hire Agreement. The first issue being the awarding of premium trips to New Hires. Mark and Xander had initially asked Ann Oh to allow the Scheduling Committee to pick the trips that New		ATL 30.71 %	DEN 25.8%	LAX 23.3%	OAK 25.72%	BWI 26.52%	HOU 28.8%	MCO 25.16%		DAL 29.34%	LAS 32.5%	MDW 21.58%	
ATL 30.71 %	DEN 25.8%	LAX 23.3%	OAK 25.72%										
BWI 26.52%	HOU 28.8%	MCO 25.16%											
DAL 29.34%	LAS 32.5%	MDW 21.58%											

Hires would be awarded for their first line of time. Ann was not in favor of the idea, Mark and Xander are still unclear why this is the case, it would alleviate work from Crew Planning as well as insuring that "premium pairings" would be kept on VR Lines. Ann initially made the comment to Xander "what even are 'Premium Pairings?'" Attached will be screenshots of pairings that were awarded to New Hires that the Scheduling Committee deemed as premium, these were not pairings that the Scheduling Committee sought out, rather, these were pairings that other reserve bidders saw were uncovered and were upset due to the pairings not being in the secondary bid packets and thus were sent to the Scheduling Committee.

The other issue was brought forward to the Scheduling Committee by Amanda Gauger and Michelle Abramovitch. The Scheduling Committee is still unclear exactly how these are being awarded but it seems that if there are 100 secondary bidders in a base and Crew Planning assumes that 30 New Hires will graduate into that base (hypothetical numbers) Crew Planning will build 30 VR lines and 100 reserve shells, of those 100 reserve shells obviously 30 of them will go unbid because there were only 100 bidders. The 30 unbid shells will go to New Hires and if 35 people graduate into a base, Crew Planning will build an additional 5 reserve shells to suit the staffing of the operation. The issue that is being brought forward is that most of the New Hire reserve shells are having the first reserve block pulled to accommodate the New Hire's first 3day. This is creating reserve staffing shortages in some bases. It did not seem to be an issue at the beginning of February, but the Scheduling Committee feels the need to have this addressed as it could greatly affect the operation and rerouting of Line Holders in junior bases moving forward (not necessarily the rerouting of FAs in junior bases, but the rerouting of FAs while flying through junior bases, especially the first week of the month).

The Line Writers for March Primaries were: Mark Torrez, Sheri Tyler, Lisa Trafton, Rebekah Knox, Shelley Taylor and Xander Ricker

The Line Writers for March Secondary Lines were: Lisa Trafton, Shelley Taylor, Mark Torrez and Xander Ricker.

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

Report From:	Scholarship
Submitted Report:	
January 2022 Scholarship Report This month Scholarship Chairperson, Genesis DaVoy provided information regarding the Texas AFL-CIO high school scholarship to the Domicile Executive Board Members that oversee the state of Texas. She also sent out a communication regarding Union Plus scholarships and Free College opportunities to the members. Chairperson DaVoy worked alongside the Civil Human Rights Committee through email and conference videos to create the Charline “CJ” Bostic Scholarship for members and dependents of TWU Local 556. At the end of the month, the Scholarship Committee was informed that the Michael J. Quill Scholarship would be opening for applicants which allowed the Chairperson to create and submit a communication for publication.	

Report From:	Shop Steward
Submitted Report:	
Shop Steward Committee Report January 2021 The Shop Steward Committee continues to meet monthly with Grievance Leaders in regards to procedural matters that have an effect on Shop Stewards. Worked with the Health Committee (Michelle Moore) with Covid Policy updates. Had a meeting with Brain Ridgeway, Graham Vandergrift & Dave Kissman to discuss changes in Fact Finding meetings. The Shop Steward Committee met to discuss future Shop Steward communication including: • Newsletter (Monthly/Quarterly) • Zoom Meetings (Quarterly) • Conference Call (Quarterly) Shop Steward Communication Newsletter Shop Steward Newsletter – February • Statistics and Trends • Update on Covid Policy/ provided by Health Committee • Welcome Alice Watkins to Grievance Team Full-time • Changes in Fact Finding Meeting / Save a date for Webinar to discuss in depth • Correction in December newsletter for Step 2 Grievances to say 7 days not 10 days The Shop Steward Committee answered and responded to all calls and emails sent to the committee in a timely manner. Had a round table discussion on issues addressed to the Shop Steward Committee.	

Report From:	Uniform
Submitted Report:	
The uniform committee met with the company liaisons on January 17th, 2022. We have been in constant contact with them strategizing about efforts to assist members in getting them the uniform pieces they need. Due to supply chain issues, back orders and delayed shipments, there has been an uptick in emails and phone calls regarding these issues. I've also personally been assisting current flight attendants by connecting them with other flight attendants that have pieces to donate. We will continue to monitor shipments and assist members as needed.	

Report From:	Veterans
Submitted Report:	
Danette Y. Foster, Chairperson, reports that she attended the Soldiers Angels food drive for Veterans on January 26, 2022 at the Atlanta Veterans Administration Arcadia Clinic in Decatur, Georgia. Each month this organization services over two hundred Veteran families. On January 29 & 30, 2022, Wayne Tipton, Vice Chairperson, had the opportunity to welcome Boone Cutler to Los Angeles and to participate in the Spartan Sword Pledge documentary as well as participate in a Spartan Sword Pledge event that happened at The American Legion Post Number 53, Hollywood, California. Boone is the author of the Spartan Sword Pledge and travels throughout the country with the Spartan Sword to help bring awareness to suicide within our military and first responder community. The TWU Local 556 Veterans Committee would like to thank Boone and the Spartan Sword Pledge Organization for allowing them to be a part of the documentary and event. Danette and Wayne will be attending the TWU International Veterans Committee First Quarter Convention in Miami March 7, 8 & 9, 2022. The Veterans Committee continues to honor and support Active Duty Personnel, Veterans and their Families.	

Report From:	WWC
Submitted Report:	
January 2022 - Planning meeting - Budget Meeting Submitted National Breast Pump Day Post -- February 2022 - Gwen Dunivent York Appreciation Submitted for Valentines Day Monthly Women's Health Focus Article for Webpage and Official FB Page March 2022 - Women in Leadership - Berkley CA Campus - New Business April 2022 - TWU International WWC Meeting - LAX	