



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

MARCH 2022 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
<p>The Civil and Human Rights Committee (CHRC) report for the first quarter of 2022:</p> <ul style="list-style-type: none"> -Published Human Trafficking Awareness Month article for Facebook and provided Union Glass Case posters for the Domicile Executive Board Members. -Organized MLK Day Volunteer event with Goodie Two Shoes Foundation in Las Vegas, Nevada. -Published article for Black History Month. -Attended AFL-CIO Dr. Martin Luther King Jr. Civil and Human Rights Conference. -Attended meetings with the Scholarship Committee (HBCU Scholarship in honor of CJ Bostic.) -Attended DEI Touchpoint Meeting with Juan Suarez (SWA) and TWU 556 2nd Vice President Corliss King. -Submitted article for TWU Local 556 Unity Magazine -Submitted article for TWU Express (International) -Attended Meetings with CHRC Committee Members via Zoom. -Organized upcoming Community service events (volunteer). -Ordered t-shirts for community service events. <p>CHRC would like to thank Education Committee Co-Chairperson Angie Kilbourne for creating the CHRC graphics and Union Glass case posters. CHRC would also like to thank the TWU Local 556 Members who volunteered with CHRC to collaborate with the Goodie Two Shoes Foundation to provide shoes and socks for economically disadvantaged students. TWU Local 556 Members in attendance; Civil and Human Rights Committee Member Addie Rosanne Crisp, Education Co-Chairperson Amanda Gauger, and Members Dewayne Redmond, and Jenna Haring. The next CHRC volunteer is event will be held at the Alameda County Food Bank on March 17.</p>	

Report From:	Communications
Submitted Report:	
<p>Communications: Co-Chairpersons Ashley Breuer and Drew Shy Reports:</p> <p>February Communication Emails Sent</p> <ul style="list-style-type: none"> • Black History Month • TWU Local 556 First Membership Meeting Registration Information • Winter Storm Landon February 2022 • TWU Local 556 Responds to Resumption of Beverage Service and Alcohol Sales • Catching up with Local 556 Newsletter (2) • Shop Steward Newsletter • LODO Subcommittee Zoom Webinar Registration • Education - Top Five Frequently Asked Questions about VJA • FLL Save the Date - Evening with Lyn • Shop Steward Zoom Webinar • FLL - Satellite Base Meet and Greet Event • LODO Subcommittee Zoom Webinar Video Replay • Focus on Compensation, a Zoomcast Hosted by the Education Committee • ESCP - Ability to see your own doctor • E-Connection Phoenix (2) • E-Connection DAL • E-Connection BWI • E-Connection ATL • E-Connection MCO/FLL • E-Connection LAS <ul style="list-style-type: none"> • 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 • Valentine's Day and other social media graphics • Weekly catch-up conference calls • Assist with Membership Town Hall presentation • Videographer planning session • LODO Zoom Cast • Unity • Townhall preparations, invite, advance submissions, etc. 	

Publications:

Vice-Chairperson Mikita Johnson reports:

The Publications team used the month of February for more Unity planning. The publication is transitioning to digital format for the membership. Publications sourced content from Union leadership and commenced the editing and compilation process for the next issue.

Videography:

Vice-Chairperson John Long reports:

No Report

Report From:	COPE
Submitted Report:	
<p><u>Committee on Political Education Report</u></p> <p>February/March 2022</p> <ul style="list-style-type: none"> • Banned Passenger Bill introduced (Waiting Don't have a date yet) • Update on self-defense bill, Homeland Security committee has delayed intro due to last minute TSA edits. The committee will circulate a final draft ahead of introduction and I'll track any changes (draft attached). • Additionally, Homeland Security is circulating a gun bill in response to the dramatic rise in firearms through TSA checkpoints. I'm unaware of any employer imposed disciplinary actions that have resulted in 556 members bringing firearms through check points... that would be our only concern here (draft attached). <p>The bill requires:</p> <p>Uniform signage at checkpoints on firearm rules and penalties Within a year, the creation of a list of at least 25 airports with the most frequent firearm interdictions. Airports included on the list would then have to display additional signage, including at passenger terminal entrances. Signage to be updated if it becomes outdated due to statutory or regulatory changes Within 120 days, TSA will implement a public awareness campaign on the consequences of bringing guns to airports The creation of minimum civil monetary penalty amounts for repeat or egregious violations of subsection of 49 CFR 1540.11, which concerns carrying a firearm into a security checkpoint For repeat offenders- if the repeat offense is within 10 years, \$5,000 unloaded, \$10,000 loaded or with accessible ammo, if outside of 10 years \$3,000 unloaded, \$6,000 loaded or with accessible ammo. For "egregious offenders", \$10,000 for deliberately attempting to conceal a firearm, \$5,000 for offenses the TSA Administration deems to be egregious, including a weapon with no serial number when required by law, a 3D printed gun, or that the nature of the weapon/ammunition presents special threats to aviation security. TSA is also directed to create a process by which an individual can appeal or ask for a reduction in fine. Individuals caught with firearms will be barred from PreCheck for at least 5 years TSA will report on all of the above to Congress within a year, including on "Any new or evolving threats relating to, or efforts to enhance, public area security at airports as such pertains to firearms</p> <p>TWU International State Conferences</p> <p>Arizona/Colorado/Nevada/New Mexico – Report Submitted by Maria Teresa Hank</p> <p>Tuesday February 22nd</p> <p>Attendees: Andrew Rangolan, COPE International Maria Teresa Hank NV State Co Chair 556 Klarrissa Principe NV State Chair 577 Bryan Orozco LAS DEBM 556 Damion West BWI DEBM 556 Addie Crisp Johnson 556 Christa Gifford President 577</p>	

Abilio Villaverde 555
Robert Payne Board Member at Large 577
Melvin Baker 555
Jamie Simpson DEN DEBM 556

IMPORTANT NOTES:

- Meetings going forward will be on the last Tuesday of each month @ 10am
- Picnic with the locals and do a COPE Drive? (Sometime in April)

ITEMS TO WORK ON:

- Creating a calendar in google docs to share with everyone (Due by March Meeting)
- Important CO & NV election dates AFL-CIO events
- Black caucus events in the state

CANDIDATE WORK:

- Inviting Candidates to meetings
- Check on which candidates would be best to focus on for races coming up
- Get together questionnaires for candidates
- Check Candidates score cards.
- CA SC does a coversheet with a google questionnaire

COPE:

- Discuss COPE during New Hire Orientation and give examples of why COPE directly affects them. (Local 502 suggestion)
 - Membership pack is sent after 6-month probationary period with COPE info. (Local 555 suggestion)
 - Get flyers from Andrew on COPE that were used during the Convention last September.
 - Ask Andrew to possibly create COPE video explaining its importance.
- Explain difference between dues and COPE contributions.

COLORADO STATE UPDATES:

- Paid sick leave a major issue
- Quarterly meeting at AFL-CIO was attended by Abilio.
- Jason Crow has proved to be a friend of labor, may put out a letter of support to SW.

LOCAL UPDATES:

- LAS based workers still have Zero level parking issue
- 502 having contract interpretation issues


TASKS TO BE COMPLETED:

- Maria will send COPE email to Klarissa
- Abilio and Jamie will email Klarissa different events to add to the Colorado Calendar
- Klarissa will create calendars for NV and CO
- Klarissa will create an excel sheet to track COPE and Voter Registration Data

Report From:	Education
Submitted Report:	
<p>The Education Committee met via Zoom on February 3rd and 23rd. A plan was created regarding education for the 10 Hour Rest Rule.</p> <p>Posts were made to the Education Committee Page and the Official TWU Local 556 Facebook Group during February for IROPS reminders, Commuter Policy, PIN Blackout Date for Valentine's Day, sharing the VJA FAQ email, Education Committee Compensation Zoomcast invite.</p> <p>The Education Committee created two e-mail blasts, "Top Five Frequently Asked Questions About...VJA" and "Focus on Compensation--A Zoomcast Hosted by the Education Committee." The Committee responded to all e-mails from Members.</p> <p>On February 25th, Co-Chairpersons Angie Kilbourne, Josh Rosenberg and Amanda Gauger conducted a Zoomcast covering Compensation. The Zoomcast lasted approximately one hour, forty-five minutes. In addition to covering Compensation, questions from Members were answered. TWU International Vice-President Thom McDaniel joined the Education Committee to discuss the history of RIGs in our Contract.</p> <p>Co-Chairperson Angie Kilbourne composed the VJA FAQ e-mail and created the graphics contained in it. She created the Contract 201 on Article 21 RIGs and Trip Pay Calculation worksheets. Angie also created, designed and edited two Compensation Zoomcast presentations: Basics of Article 21 and Trip Pay Calculation Exercises. She created the email, social media invitation graphic for the Zoomcast. She also edited the "Welcome to OAK" packet with updated airport and hotel information.</p> <p>Co-Chairperson Amanda Gauger created a "Basics of RIGs" whiteboard video used in the Zoomcast and email blast. She assisted with edits to the VJA FAQ e-mail, the Compensation Zoomcast email, and the Zoomcast presentations. Amanda communicated with Ann Oh regarding questions surrounding Flight Attendant candidates bidding for Reserve and ensured the New Hire Committee was aware so it could be covered in their presentation. She communicated with the Grievance Coordinators regarding Scheduling continuing to break contract language. Amanda also participated in a discussion about Pairing and Line construction.</p> <p>The Committee also responded to calls, emails, texts, social media and private messages from Members. The Committee continued to assist with many incentive payroll issues and IROPS questions. Extra focus has been placed on assisting Probationary Flight Attendants with their questions and Scheduling issues they are encountering.</p>	

The Committee continues to add and remove members from the Official TWU Local 556 Facebook Group. The Group currently has 8,216 Members.

Co-Chairperson Angie Kilbourne also assisted other Committees during February. She created a poster and Facebook Graphic to increase awareness regarding Human Trafficking during the Superbowl. She coordinated with LAX DEBM, Mark Torrez and LAX Shop Steward Shelly Lefevbre for the "Welcome to LAX" packet. She completed the "Welcome to BWI" packet and emailed it to BWI DEBM, Damion West. She assisted the Uniform Committee with social media graphics "Uniform Closet," "New Hire," and "Garage Sale."

Report From:	FADAP
Submitted Report:	
<p style="text-align: center;">  </p> <p>It Takes A Village to do this work Tom attended and presented at the Professional Standards training in Dallas.</p> <p>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.</p> <p>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.</p> <p>The chair of the team Tom: worked Feb. 1st-20th and 28th Greer East Coast Coordinator worked Feb. 20th-27th, McArthur is currently on medical leave. He volunteers to help back up Tom and Greer if we need it.</p> <p>We had one of our local DAL team members, Jodi N. that attended 10 of the new hire TWU union dinners this month. Talk also at wings building with Tom C. and Eileen.</p> <p>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.</p> <p>Thank You for allowing us to be of Service to Our FA. This really helps our work group, Peer to Peer works because we have experienced what they are going through.</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>March 2022 Grievance Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u> 221 total grievances:</p> <p>24 terminations 40 group grievances 25 non-term disciplinary 54 Attendance 78 individual contract</p> <p><i>Total Contract Grievances on file: 118</i> <i>Total Discipline Grievances on file: 103</i></p> <p><u>Settled and Withdrawn Report:</u> In February, twenty-eight grievances were settled; of those thirteen were settled at the Step 2 level, ten while preparing for Executive Board review, three at the SWA Preliminary decision stage, and two at a grievance monthly Labor meeting. Twenty-two grievances were withdrawn without prejudice, and three grievances expired.</p> <p>Of the fifty-four Attendance grievances, twenty-two are No-Shows, four Unable to Contact, sixteen Failure to Report, eight Sick Leave 1, two No-Show Training, one SLA, and one SL.</p> <p>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.</p> <p><u>Fact-Finding Meetings:</u> Thirty-four fact-finding meetings were held in the bases, in February 2022. We are seeing several cases of unprofessional conduct.</p> <p><u>Chat Apps</u> 1,427 chat app messages received the month of February.</p> <p><u>Board of Adjustments:</u> FA (Food issue) <i>settled</i>. FA (Food issue) March 24, 2022</p> <p><u>Arbitration Schedule:</u> FA- 30-day- April 20, 2022</p>	

Group: ESCP: April 28-29, 2022

FA-Term-May 18, 2022

FA-Term-June 30, 2022

Arbitration-Proceeding on Their Own:

FA: Written Warning Class 2.13

FA: Termination hearing scheduled April 12, 2022

Upcoming Grievance Meeting: The Union and Management have agreed to a Labor meeting to be held March 29, 2022.

Report From:	Health
Submitted Report:	
<p>Health Report - March Executive Board Meeting</p> <p><u>ASAP</u></p> <p>Our ASAP program will be starting road shows again to promote ASAP. We will meet in HOU in March to go over our programs continuity guide as well as to have our ERC meeting at the HOU base so they can witness the program and see how every report is investigated and acted upon.</p> <p>We have received 351 reports YTD 2022 as of 3/13/2022. 332 of these reports have been accepted and 19 reports were excluded. We have 95 open reports in the queue. We have received 12,877 reports over the life of the program.</p> <p>Michael Massoni, Jannah Dalak and Michele Moore will meet with the ASAP Program Manager in March to develop the presentations that will be a part of the Cabin breakout at the upcoming ASAP InfoShare in St. Louis in April.</p> <p><u>Health/Safety</u></p> <p>Health and Safety continue to meet with Inflight Management on a weekly basis – we are able to discuss the current health and safety issues that affect our Members and the airline in general.</p> <ul style="list-style-type: none"> • The Federal Mask Mandate is still in existence and has been extended until April 18, 2022. We were very disappointed that the mandate was extended. This was a surprise to everyone in Management as well. Southwest leaders had been in Washington, DC lobbying to have the mandate expire but obviously to no avail. • We have been getting numerous reports on the issues with the ultra-short haul and short-haul full service. No changes have been mentioned by Management but we will continue to monitor the data. Flight Attendants need to continue to report the issues they are experiencing and put as much actual detail as possible. The information that is helpful is how much actual time was available to serve, if there was turbulence, at what portion of the flight they were at a safe walking attitude (before or after 10,000 feet), what was the actual wheels up/wheels down flying time as opposed to the time that the flight is blocked for. 	

- 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 – please see the Safety Team Report for graphical data.
- The number of Fatigue reports continues to increase. There will be a presentation on the Southwest Fatigue Program at the upcoming ASAP InfoShare.

Covid-19/Corona Task Force

March 31, 2022 the TWU Local 556 COVID Task Force will be dissolved per instruction from the Executive Board. This is almost 3 years to the date of the inception of the Task Force.

The Grievance Team/Office Staff as well as the DEBM's will now be tasked with answering any questions that will arise as a result of COVID policies/procedures. Janak Dalak and Michele Moore compiled a list of pertinent data for all parties to use as a guide when answering these questions. This is based on the most recent company guidelines as well as the recent questions we have received by our Membership.

COVID Guide for Assisting Members

Management will no longer provide exposure pulls. It does not matter if a family member is positive or if you have been exposed by someone. The Company will follow RBF 2021-111 and the Self Declaration. Employees will be required to call in sick if they are exposed and symptomatic (see RBF).

If a Member is symptomatic, they have to call in sick, they will not be pulled. If the test is positive the sick call will be changed to a CC pull; if the test is negative the sick call will be treated like a normal sick call; they can use a pin or Dr note if they have not used it in the quarter. A positive test (home or in office) is required for a Covid-19 CC pull.

If a Member receives a positive COVID test, they will be pulled 5 days from when the symptoms started and will be paid for the trips that fall within that 5 days – if there are no trips on their board they will not receive any pay. No pay for days off.

- ***Management will not take into account that the Flight Attendant planned on picking up during that time.***

- ***Management will ask a series of questions to determine when symptoms started – if they mention they had a headache the week prior they could consider this a symptom and start counting 5 days from this point.***

- *It is possible that the 5 days quarantine has already passed depending on when Management determines the symptoms started.*
- *If a Member is still sick after the initial 5 days they may take up to an additional 14 days off, pay will be pulled from sick bank, there will be no points assessed but this extension of sick time will prevent record improvement. The Member must call their base and Inflight A&L to receive the additional time off. They will not be required to complete the medical leave packet information. Any questions on having sick bank reimbursed must be directed to the base or attendance and leave – they make the determination on who qualifies for the reimbursement. See the January 7th Steve Goldberg memorandum verbiage. “We will also offer five days of Isolation Pay to all Employees, when COVID positive, regardless of vaccination status going forward, and replenish sick banks retroactively for up to 10 days per COVID positive event from November 25, 2021-January 7, 2022”. This policy is not a reimbursement if you did not use your sick bank, you must have used sick bank to have it reimbursed. Per diem is not paid on CC pulls – there is a group grievance on this Incentive pay is not paid on CC pulls If a Member feels ill after the vaccine or booster is not pulled or paid. They have to call in sick and it is treated as a normal sick call*

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 741 YTD
- 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 InfoShare – St. Louis

ASAP Continuity Guide Meeting - HOU

Meeting with CMO – ASAP related

Fatigue Risk Mitigation Meeting(s)

ASAP InfoShare Presentation Planning Strategy Meeting

Report From:	LODO
Submitted Report:	
<p>LODO committee report for February March 10 Submitted by Claudio Adams</p> <p>A LODO committee meeting was held via Zoom on February 2nd, 2022 to discuss the meeting with the company held on January 26th, 2021. Initially, a date was set for February 10, 2022, to update the company regarding operational difficulties and possible ways to improve the situation while the NT and the company negotiate. As a result of a family emergency, Kevin Clark had to cancel this meeting.</p> <p>The Committee held a Zoom meeting on February 17th, 2022, where they answered questions from LODOs. Among those in attendance were Lyn Montgomery, LaShaye Hutchinson, Danny Modelo, and Claudio Adams.</p> <p>The company decided to schedule a last-minute meeting with the committee on the 24th of February with Gisela Alvarez, Claudio Adams, and Brandon Hillhouse, as well as LaShaye Hutchinson, who joined later and discussed the bid process and timeline with the committee</p> <p>The company requested that we provide them with the proposed timeline for the bid process. Brandon Hillhouse and LaShaye Hutchinson are currently in the process of developing the language to present to the company.</p>	

Report From:	Negotiating Committee (NT)
Submitted Report:	
<p>Negotiating Committee Report for March 2022 March 2022 Scheduled and Updated Negotiation Meetings to Date</p> <ul style="list-style-type: none"> • Skysolver Irregular Ops Overview Meeting – SWA HDQ – 03/01 • Next session scheduled 03/29-31 <p>Negotiations Committee Business</p> <ul style="list-style-type: none"> • As of 03/07, held multiple meetings with new legal counsel, Denis Engel, Economist Dan Akins and TWU International Advisor Thom McDaniel. • Continue negotiations and preparation work for future sessions with the Company. <p>The Negotiating Team and Southwest Airlines met to discuss Irregular Operations in the “Situation Room” at Southwest Airlines Network Control Center (NOC). The Negotiating Committee got an inside view of SkySolver. The system offers solutions to Irregular Operations such as misconnects, no-shows, sick calls on line, delays, and cancellations. The team seeks to negotiate improvements to Local 556 Members’ work lives. Understanding the overall picture and be able to assess the challenges and capabilities in achieving certain goals is a necessary tool. The information armed the team with the knowledge needed for Articles 8-11.</p> <p>February 2022 Scheduled and Updated Negotiation Meetings to Date The team continued to work on strategy and prepared proposals. The team prepared and reviewed data and evaluated potential solutions to issues facing Flight Attendants.</p>	

Report From:	Other
Submitted Report:	
<p>FLOC</p> <ul style="list-style-type: none"> • Reviewed letters of Interest with President Montgomery • Three individuals were chosen to attend the International FLOC meeting in March <ul style="list-style-type: none"> ○ Travel and hotel arrangements completed • Emails sent to everyone that submitted a letter of interest. 	

Report From:	Professional Standards
Submitted Report:	
<p>Professional Standards Activity Report For February 2022</p> <p>Company Policy 4</p> <p>CRM 2</p> <p>I.R. Filed 2</p> <p>Internal Peer Support 8</p> <p>Not Taken 6</p> <p>Pilot Issue 1</p> <p>Unprofessional Behavior 8</p> <p>Withdrawn 3</p> <p>Total 34</p> <p>Positive Resolution 23</p> <p>Unresolved* 11</p> <p>Source:</p> <p>Phone 25</p> <p>TWU Email Exchange 03</p> <p>Pilot 05</p> <p>Referral 01</p> <p>Total Team Hours 29.50</p> <p>*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.</p> <p>Base Information</p> <p>ATL 1</p> <p>BWI 7</p> <p>DAL 1</p> <p>DEN 4</p> <p>HOU 4</p> <p>LAS 3</p>	

LAX 2
MCO 1
MDW 1
OAK 2
PHX 3
Pilot PS 5

Report From:	Safety
Submitted Report:	
Please see the attached January 2022 Safety Team EB Report (located in the files section) and the most current OSHA 300/300A Logs.	

Report From:	Satellite Base
Submitted Report:	
<p>Executive Board Satellite Base Test Report – March 2022 March 2, 2022 Weekly Ops Call/Satellite Base Update In Attendance TWU 556: Lyn Montgomery, Denny Sebesta, Liz Howayeck, Brandon Hillhouse, Mark Torrez, & Gayle Middleton Company: Lindy Johnston, Brendan Conlon, & Sarah Hill Summary: January 2022 Metrics were discussed</p> <ul style="list-style-type: none"> • Satellite Bases have maintained lower commuter percentages than Non-Satellite Bases over at least the last 17 months. • The number of Satellite pulls has increased significantly. JAN22 had the highest total of pulls since JAN18. • Average Days Flown in JAN22 increased year-over-year in FLL and Non-Satellite Bases but was down slightly in AUS. • In JAN22 Satellite Bases retained the least amount of their original flight positions when compared to Non-Satellite Bases. • Since Spring 2021 Satellite Bases are down significantly in terms of giving away pairings to avoid the impact of sick calls. • Since APR19 9.4% of AUS sick calls and 7.3% of FLL sick calls have come with less than 4 hours until report time. • All bases were at or higher than the prior 4 Januarys in terms of average sick days. • The Company reiterated that they are not looking to open any new Satellite Bases in the short term and would discuss it with the Union prior to moving forward with any plans. 	

Report From:	Scheduling												
Submitted Report:													
<p>The number of line positions that a Flight Attendant could be awarded for the month of April increased by 377 line positions, from 8,902 in March to 9,279 in April. The Scheduling Committee left 0 positions in open time for the month of April, in comparison 1,926 were left in March. The Committee for the month of April wrote an average of 74.75% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was an increase in purity from March by 4.53%. (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 96.06 TFP average work days were 13.60. The contractual numbers above do not include the two satellite bases of FLL and AUS.</p> <p>The AUS Satellite base had an average of 62.60 % pure lines, 33.33% weekend off and 37.4% lines containing 3-on/off or 48-hour breaks. The average lines paid 100.12 tfps.</p> <p>The FLL Satellite base had an average of 35.71% pure lines, 38.39% weekend off and 15.18% lines containing 3-on/off or 48-hour breaks. The average line paid 96.59 tfps.</p> <p>The past few weeks Xander has spent a significant amount of time building out a secondary line holder spreadsheet that shows how many reserves per base there are, what percentage of the base held a VR line, what percentage of the base held a VR line or a primary line etc. It is still a work in progress but the Scheduling Committee feels it is very important to keep track of this data as the reserve staffing continues to increase. For the month of April the following is the percentage of FAs in a base that sat either AM PM or RR</p> <table><tr><td>ATL 27 %</td><td>DEN 30%</td><td>LAX 27%</td><td>OAK 28%</td></tr><tr><td>BWI 31%</td><td>HOU 27%</td><td>MCO 28%</td><td>PHX 25%</td></tr><tr><td>DAL 28%</td><td>LAS 28%</td><td>MDW 29%</td><td></td></tr></table> <p>If there are questions about Secondary statistics or numbers that the board is interested in seeing in future reports or would like to see ASAP please reach out aricker@twu556.org</p> <p>New Hire pairing awarding process continues to be a hot topic between SWA and the Scheduling Committee. The Scheduling Committee is also receiving mixed information depending on who is being asked particular questions. Mark and Xander both asked Crew Planning to not use 'Premium Pairings' for New Hires as it is the opinion of the Scheduling Committee that these pairings should be on Vacation Relief Lines. In one meeting it was told to us that 'Premium Pairings' are being used for New Hires because they "felt bad" for the New Hires. The Scheduling Committee is still trying to get an agreement with SWA on how pairings are awarded.</p> <p>As for the overlap trips SWAs management team seems to have a difference of opinion on whether overlap pairings on New Hire's schedules is the most effective use of New Hires.</p>		ATL 27 %	DEN 30%	LAX 27%	OAK 28%	BWI 31%	HOU 27%	MCO 28%	PHX 25%	DAL 28%	LAS 28%	MDW 29%	
ATL 27 %	DEN 30%	LAX 27%	OAK 28%										
BWI 31%	HOU 27%	MCO 28%	PHX 25%										
DAL 28%	LAS 28%	MDW 29%											

The Line Writers for April Primaries were: Mark Torrez, Lisa Trafton, Rebekah Knox, Shelley Taylor and Xander Ricker.
The Line Writers for April Secondary Lines were: Lisa Trafton, Shelley Taylor, Mark Torrez, Sheri Tyler and Xander Ricker.
The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.

Report From:	Shop Steward
Submitted Report:	
<p>Shop Steward Committee Report February 2022</p> <p>The Shop Steward Committee continues to meet monthly with Grievance Leaders in regards to procedural matters that have an effect on Shop Stewards. We had a conference call on 02-23-22 with Grievance Leaders to go over what the new BOAT team shared on how Class 1 & 2 meetings will be handled as of 03-01-22. Had a planning session(s) for the BOAT rollout. Conducted a zoom meeting with Shop Stewards who could attend on 02-23-22 about the information we have about BOAT.</p> <p>The Shop Steward Committee met to discuss future Shop Steward communication including:</p> <ul style="list-style-type: none"> • Newsletter (Monthly/Quarterly) • Zoom Meetings (Quarterly) • Conference Call (Quarterly) <p>Shop Steward Communication Newsletter Shop Steward Newsletter – March</p> <ul style="list-style-type: none"> • Statistics and Trends • New virtual meeting for Class 1 & 2 starting 03-01-22 • Zoom meeting with Shop Stewards on 02-23-22 regarding SWA BOAT • Listed locations for each base where the new virtual meetings & computers will be for our use. • Gave a heads up on the Special Edition Newsletter that will have updates on the BOAT team and procedures and possibly another zoom meeting to go over on how it's been going after a month in. <p>The Shop Steward Committee answered and responded to all calls and emails sent to the committee in a timely manner.</p> <p>Had a round table discussion on issues addressed to the Shop Steward Committee.</p>	

Report From:	Survey
Submitted Report:	
VeAnne reports there were no Survey requests in February	

Report From:	Uniform
Submitted Report:	
<p>The Uniform Committee has worked closely with management and Cintas on keeping track of backorders for our current flight attendants and trainees. Although shipments have begun to come in quicker and more often, there are still reports of orders that have not been fulfilled and were ordered in/around Nov 2021. To help those waiting, we have asked them to send their order and tracking information to take a closer look at those items and get a real time answer as to when it'll be shipped. I am happy to say, this has worked, and we will continue to research each order as they come in.</p> <p>In trying to ensure our Flight Attendants have the uniform pieces they need, we have started a "Donation Drive". This allows Flight Attendants to connect with one another to search for specific pieces. So far, this has been very successful, and the Work Group seems to like the idea. I have personally accepted and shipped pieces for those that need them. We are also working with Tammi Fueling on getting additional pieces to the new hire classes. This is being done by coordinating with the bases to accept donated pieces from Flight Attendants and sending them to Dallas. We asked that pieces be donated from the Garage sales and this is now being done as well. We hope to see an improvement in shipping by late Summer.</p> <p>We're in the final stages of the New Recognition Program in partnership with Tammi Fueling, the Company's Liaison. More details to come soon.</p> <p>We are working on a travel calendar that will allow us to visit the bases and new hire dinners frequently. We want to be more present and bring awareness to the Uniform Committee and our efforts to assist our current and new Flight Attendants.</p> <p>Discussions centered around the accommodation process has been a heavy topic. We've gotten a few emails about the process to receive an accommodation being tedious and frustrating. We were advised that the base admins would be able to assist flight attendants through this process. We are hopeful this will help the process along quicker.</p>	

Report From:	Veterans
Submitted Report:	
<p>Danette Y. Foster, Chairperson, reports that she and Wayne Tipton, Vice Chairperson, attended the TWU International Veterans Committee Quarter One Conference in Miami on March 7, 8 & 9, 2022. Officer Elections were held where Chris Kiernan and Charlana Bilodeau retained their positions as Chairman and Recording Secretary, respectively; Louie Mercado was newly elected as Co-Chairman. As a whole the Committee Members all agreed that getting Veteran Members to participate, specifically women, was a challenge and that going forward they would all have to come up with alternate ideas to increase this deficiency. One method that Danette and Wayne have discussed in previous meetings is to conduct lounge visits. Danette will be holding lounge visits on March 22 & 23 in Atlanta. Other visits will be scheduled throughout the year until all bases have been covered.</p> <p>The Legislation Committee discussed the results of the Letter Writing Campaign in support of H.R. 2372, the Presumptive Benefits for War Fighters Exposed to Burn Pits and Other Toxins Act of 2021. In short, the Democrats state they agree that this needs to pass while the Republicans state they have their own bill that they are backing. It was determined that additional action to get this bill passed is required including garnering support from the Executive Boards of the Locals. The Committee of which both Danette and Wayne are on will meet again next month to determine their next course of action. Regarding The Spartan Sword Pledge ceremony that was conducted at the TWU International Convention in Las Vegas in September 2021, the final amount that was donated to Spartan Sword and GallantFew was over \$123,000. One use of the donations was for the purchase of three all-terrain track wheelchairs for Veterans who have lost two or more limbs. Other topics of discussion were Honor Flights, new policies for Veterans Administration benefits, Veterans resources, Stars for Troops, Other legislation bills, and upcoming Conferences for the year.</p> <p>Additionally, Danette attended the Soldiers Angels food drive for Veterans on February 25, 2022. She also attended an event by VetLanta, whose goal is to inspire Veterans to maintain their sense of community and connect each Veteran with resources they truly need. This was their Quarter One Summit with the theme of Focus On Family. The keynote speaker was Steve Weintraub of VetTix. The Veterans Committee continues to honor and support Active Duty Personnel, Veterans and their Families.</p>	

Report From:	WWC
Submitted Report:	
<ul style="list-style-type: none"> • February 9, 2022 - WWC Meeting - Planning for the March Women in Leadership event. (2 hours) <ul style="list-style-type: none"> ○ Presentation to the 556 Executive Board • February 11, 2022 - WWC Meeting (1.5 hours) <ul style="list-style-type: none"> ○ Update from the Executive Board. ○ Locations and registrations ○ Debbie for flights ○ Discussion on possible early and late arrivals/departures/ and non-convention opportunities ○ Discussion on TWU International WWC - Long Beach CA <ul style="list-style-type: none"> ▪ April 4-7, 2022 ▪ Registration ▪ Hotel ▪ Travel 	



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

Safety Team Report

Michael Massoni – 1st Vice President & Operational Safety Chairperson

...The mission of the Unions Safety Team is to provide Union Leadership in all issues of health & safety; Technical Counsel to the TWU Executive Board; Representation to our Membership; Stewardship within our Company, Industry, its regulatory bodies and most importantly, facilitate Effective Communications between all...

To: TWU Local 556 Executive Board
CC: Thom McDaniel, TWU International Vice President
Date: March 13, 2022
Re: March 2022 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 - 91

ASAP Reports received 2022 Year-to-Date:	351
Accepted Reports Year-to-Date:	332
Excluded Reports to date:	19
Open Reports:	95
Total Reports Received in 2021:	1995
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:	12877

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 02/13/22 through 03/13/22 = 294
Emergencies Declared for Period = 11

2022 Year-to-Date = 741
All of 2021 = 5864
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

*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: 01/09/22 through 03/13/22 = 39
 Open Reports = 7

03-11-2022	MDW				
03-11-2022	MDW				
03-11-2022	MDW				
03-09-2022	MDW				
03-06-2022	HOU				
03-06-2022	DEN				
03-02-2022	DEN				
02-28-2022	DEN	Non Paid - No Crew Member Report		Accepts	Non Paid - No Crew Member Report
02-27-2022	MDW	Non Paid - Nonoperational Cause		Accepts	Non Paid - Nonoperational Cause
02-26-2022	HOU	Paid - Operational Cause		Accepts	Paid - Operational Cause
02-25-2022	DAL	Non Paid - Nonoperational Cause		Accepts	Non Paid - Nonoperational Cause
02-24-2022	HOU	Non Paid - Nonoperational Cause		Accepts	Non Paid - Nonoperational Cause

02-23-2022	HOU	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
02-23-2022	LAS	Paid - Operational Cause	Accepts	Paid - Operational Cause
02-23-2022	HOU	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
02-23-2022	LAS	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
02-23-2022	DAL	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
02-18-2022	PHX	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
02-18-2022	MCO	Paid - Operational Cause	Accepts	Paid - Operational Cause
02-18-2022	LAS	Paid - Operational Cause	Accepts	Paid - Operational Cause
02-17-2022	MDW	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
02-15-2022	BWI	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
02-15-2022	DEN	Non Paid - Nonoperational Cause	Declines	Paid - Operational Cause
02-12-2022	FLL	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
02-12-2022	OAK	Non Paid - Nonoperational Cause	Accepts	Paid - Operational Cause
02-11-2022	MDW	Paid - Operational Cause	Accepts	Paid - Operational Cause
02-10-2022	PHX	Paid - Operational Cause	Accepts	Paid - Operational Cause
02-10-2022	PHX	Paid - Operational Cause	Accepts	Paid - Operational Cause

02-05-2022	DEN	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
02-04-2022	LAS	Paid - Operational Cause	Accepts	Paid - Operational Cause
02-04-2022	MCO	Paid - Operational Cause	Accepts	Paid - Operational Cause
02-03-2022	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause
01-21-2022	BWI	Paid - Operational Cause	Accepts	Paid - Operational Cause
01-19-2022	PHX	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
01-17-2022	HOU	Paid - Operational Cause	Accepts	Paid - Operational Cause
01-16-2022	MDW	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
01-16-2022	DAL	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
01-13-2022	OAK	Paid - Operational Cause	Accepts	Paid - Operational Cause
01-10-2022	MDW	Paid - Operational Cause	Accepts	Paid - Operational Cause

Fatigue Reports received 2022 Year-to-Date:	39
Paid – Operational Causation Year-to-Date:	14
Non-Paid – Operational Causation Year-to-Date:	0
Non-Paid – Non-Operational Causation Year-to-Date:	14
Non-Paid – No Crew Member Report Year-to-Date:	4
No Decision Necessary - Informational Only Year-to-Date:	7
Fatigue Reports received all of 2021:	240
Fatigue Reports received all of 2020:	45
Fatigue Reports received all of 2019:	44
Fatigue Reports received for the life of the program:	329

Hot Aircraft Event Reporting

Hot Aircraft Overview 02.28.2022 - 03.06.2022

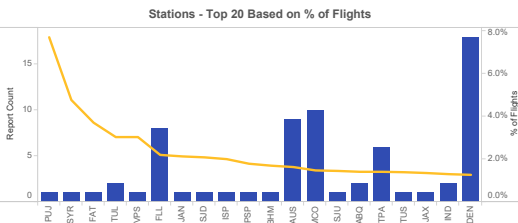
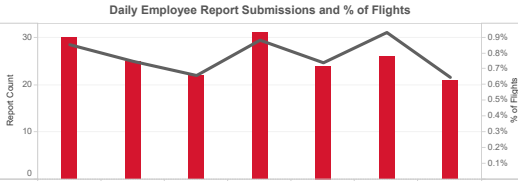
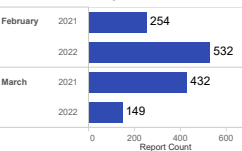
Hot AC Total by City



Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	2/21/2022	2/28/2022	2/21/2022	2/28/2022
ACARS	135	179		32.59%
IF SOPI	1			-100.00%
Grand Total	136	179		31.62%

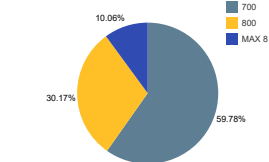
Year over Year Comparison



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	107	0.83%
800	54	0.92%
MAX 8	18	2.66%

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

'Hot' Aircraft and Gates

Aircraft with four or more reports

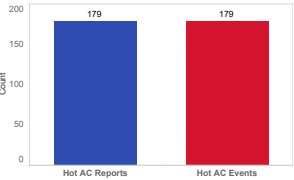
AC Number	
7867	4
8674	4
8707	4

Gates with three or more reports

Station	Gate	
BWI	B 14	3

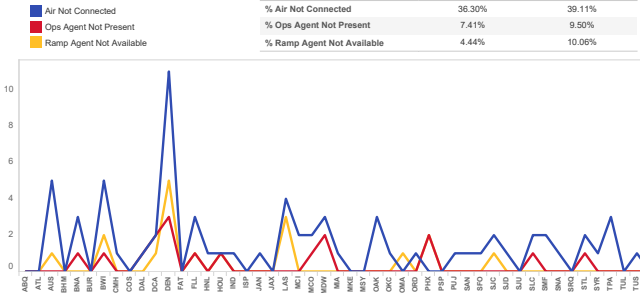
Reports versus Events

Hot AC Reports are the total number of reports received. Hot AC Events are the unique number of Hot AC occurrences, taking into account multiple reports for the same event.



Ground Operations

As reported by the Pilot Group through ACARS messaging.

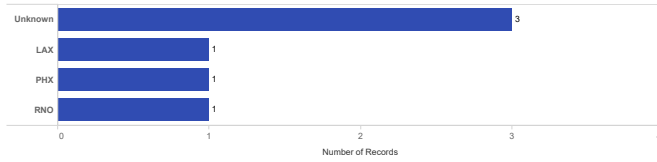


Good Job ACARS

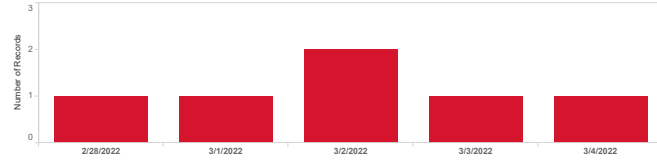
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 02/28/22 to 03/06/22

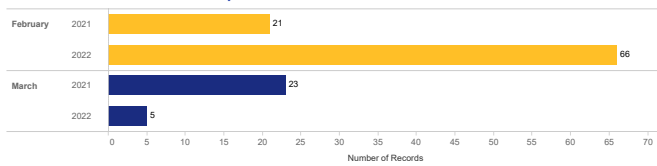
Pax Complaints by Originating City



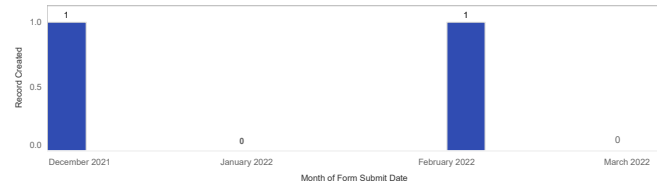
Pax Complaints by day



Year over Year Customer Complaints



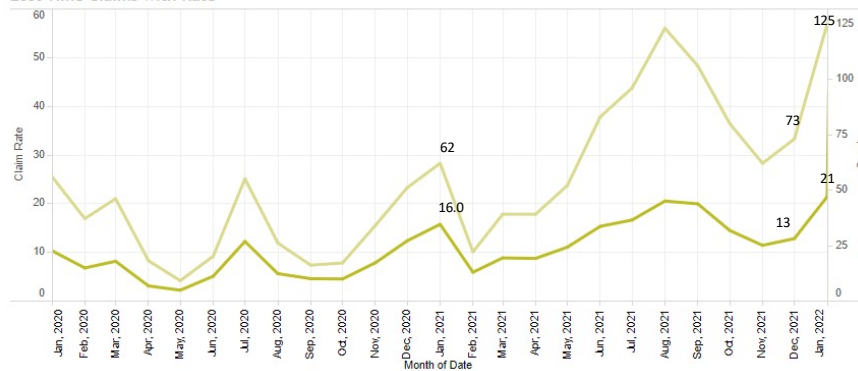
Monthly Inflight LINK Report Submissions | 3 Month Lookback



Current Occupational Injury Data:

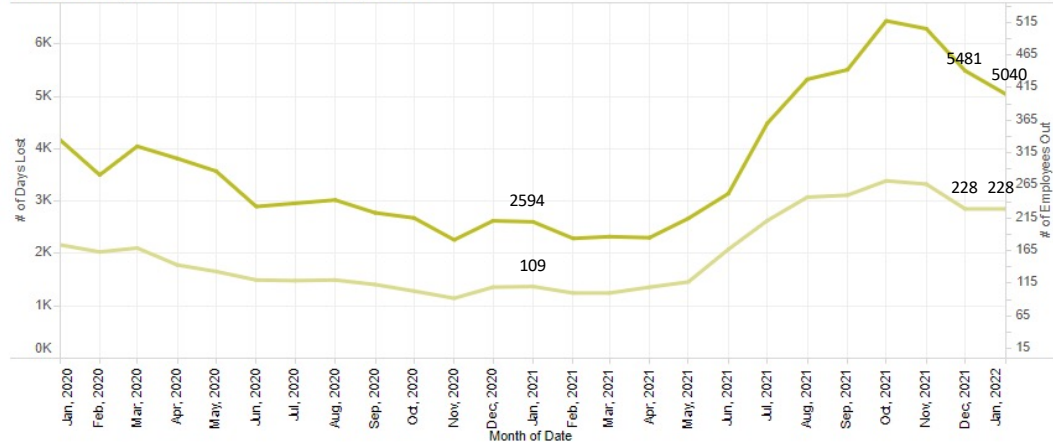
LTCCR

Lost Time Claims with Rate



Lost Workdays

Lost Workdays with Number of Employees Out



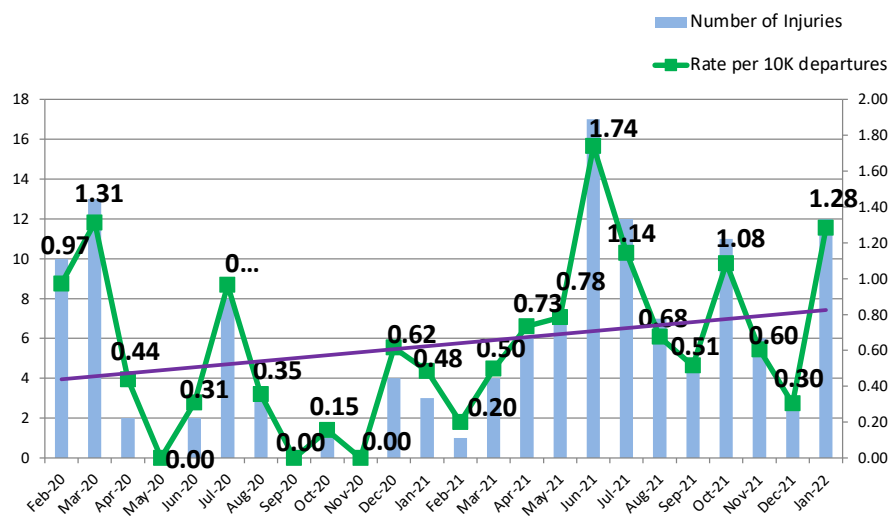
OSHA Recordable (Inflight)

	Date_of_Loss__c / OSHA Recordable					
	2020		2021		2022	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	84	52	36	64	59	115
February	77	39	29	25	68	44
March	100	33	44	37		
April	29	11	50	37		
May	8	10	51	55		
June	42	21	74	77		
July	40	48	70	94		
August	36	27	81	119		
September	31	19	70	93		
October	28	15	72	81		
November	32	33	52	64		
December	30	51	42	79		

Cause (Inflight-Top 10)

Cause General	2020	2021	2022
Struck by/Against	175	334	49
Slip/Trip/Fall	130	270	42
Other	170	222	37
Carrying/Lifting	66	173	26
Pushing/Pulling	50	90	30
Caught In/Between	15	43	2
Collision	27	27	6
Contact with object	29	27	1
Weather	16	24	10
Strain	14	30	3

Flight Attendant Turbulence Injuries

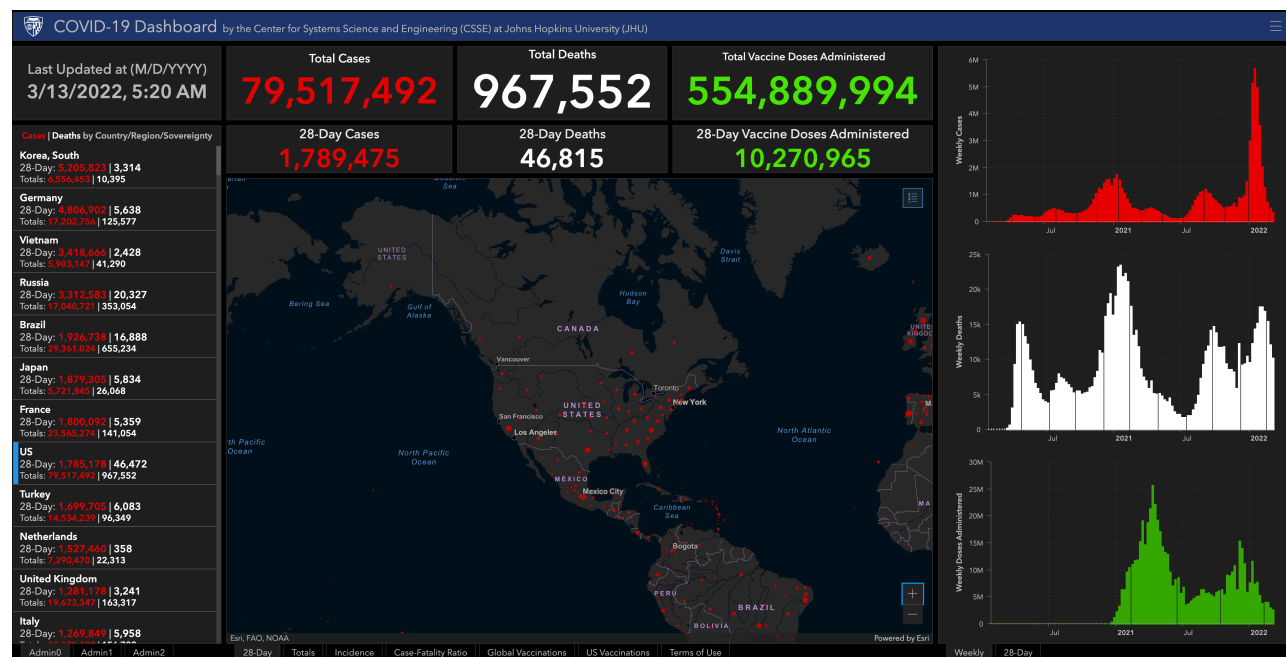


Purple line is the trend line on the rate per 10K departures.

Comparing to the prior month: in December there were 3 injuries and a rate of 0.30 per 10K departures, compared with the 12 injuries and a rate of 1.28 in January. Comparing to prior years, January 2021 there were 3 turbulence injuries and a rate of .48, so a marked increase from the same month last year. Comparing to January 2020, which would be pre-pandemic, there were 15 injuries and a rate of 1.36. So, a little lower than a couple years ago. Over the last 24 months, as you can see the purple trend line, an upward track.

- Federal Mask Mandate Extension to April 18, 2022
- SWAU approved to develop and implement Advanced Qualification Program (AQP) for Inflight Ops
- ASAP InfoShare will be held in person for the first time in 2 years, 25APR22-28APR22 in St. Louis, MO

Mortality Rate: .012168%



Scheduled and Standing Meetings:

- March 17, 24, 31 and April 7, 14, 2022 – Safety and Regulatory Compliance Teams Meeting with Steve Murtoff, Tom Raffalski and Dominick Renteria
- March 23, 30 and April 6, 2022 – Top 5 Catch-up Teleconference
- March 14, 2022 – U.S. Government Update on Mask Mandate
- March 15, 16, 17, 2022 - Executive Boards
- March 31, 2022 – Health and Safety Coordination (HASC) Teleconference with Inflight Safety and Regulatory Compliance and Corporate Safety Risk Management
- March 29, 2022 – ASAP Cabin InfoShare Virtual Planning Session #4 for Spring 2022 InfoShare
- March 22, 2022 – ASAP InfoShare Master Planning Committee Meeting for Spring 2022 InfoShare