



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

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# OCTOBER 2022 COMMITTEE REPORTS

Report From:	Communications
Submitted Report:	
<p><b>Communications:</b>  <b>Co-Chairpersons Ashley Breuer and Drew Shy Reports:</b></p> <p><b>September Communication Emails Sent</b></p> <ul style="list-style-type: none"> <li>• Catching Up With Local 556 - September 29, 2022</li> <li>• 2022 Third Membership Meeting Reminder</li> <li>• Come Out with Price Orlando 2022</li> <li>• Education - Top 10 Probationary FAQs about Reserve</li> <li>• Happy, Joyous, and Free! It's Recovery Month!</li> <li>• Hurricane Ian</li> <li>• Hurricane Ian and MCO Picket Update</li> <li>• Know Your Rights! HFWA Update</li> <li>• Negotiating Committee - Heartbroken? It's time for change.</li> <li>• Negotiating Committee - Missed the negotiations webinar? Here's the replay.</li> <li>• Negotiating Committee - Negotiating Committee Update #58</li> <li>• Negotiating Committee - Reminder: Tell us your story!</li> <li>• Negotiating Committee - Stand for What You Need &amp; Deserve</li> <li>• President's End of Summer Message</li> <li>• Shop Steward Newsletter</li> <li>• Suicide Prevention</li> <li>• E-Connection ATL</li> <li>• E-Connection BWI</li> <li>• E-Connection HOU/AUS</li> <li>• E-Connection LAS</li> <li>• E-Connection LAX</li> <li>• E-Connection MCO/FLL</li> <li>• E-Connection OAK</li> <li>• E-Connection PHX</li> </ul> <ul style="list-style-type: none"> <li>• Managed TWU Local 556 social media outlets.</li> <li>• Website postings and updates</li> <li>• Answered Membership Communications and Union emails and/or routed them to the Executive Board or appropriate Committee for a response.</li> <li>• Weekly catch-up conference calls</li> <li>• Communications continuously works with the Education Committee and Technical Services to maintain and update information on the twu556.org Website and the TWU Connect App.</li> <li>• Continued training and roll-out of new email software Journey Builder in Salesforce Marketing Cloud</li> </ul>	

- Ashley and Drew attended the 2022 Dreamforce Conference on September 19-23, 2022.
- Ashley and Drew worked closely with the NT on weekly communications during the Make It Right campaign. Ashley and Drew would attend weekly update meetings and strategize our current communication plans to ensure their message was a priority.
- Ashley and Drew have continued with the “Catching Up with Local 556” Newsletter. Publication #13 was sent out on September 29. The goal of the newsletter is a monthly distribution. However, there have been and may be times when twice a month is necessary. The purpose of the newsletter is to condense the small amount of committee news and updates from several standalone emails into a newsletter publication, this prevents excessive emails from being sent, which helps with costs and potential “spamming” of inboxes. Feedback has been well received. Ashley and Drew have plans for improving the newsletter moving forward. \*The newsletter does not eliminate the request or need of a specific committee or team to send out an individual email. At times using the newsletter is the best way to send a message, and other times a standalone email is best.

**Publications:**

Vice-Chairperson Mikita Johnson reports:

- No report submitted

**Videography:**

Vice-Chairperson John Long reports:

- No report submitted

<b>Report From:</b>	<b>COPE</b>
<b>Submitted Report:</b>	
<p><b><u>Committee on Political Education Report</u></b></p> <p>September 2022</p> <p><b>COPE Activities</b></p> <ul style="list-style-type: none"> <li>• Processing Members Emails Request</li> <li>• Sent Follow-up Email Communications to Members (Per Request)</li> <li>• Prep work for upcoming COPE Regional Meeting</li> </ul> <p><b>COPE Communication</b></p> <ul style="list-style-type: none"> <li>• Produced COPE Poster for base glass cases</li> <li>• Update monthly meetings with Matt Hettich (International Legislative and Political Representative) – Discussed TWU Local 556 stance on the amendment attached to the National Defense Authorization Act for Fiscal Year 2022 that would extend Crew Alerting Systems on aircraft manufactured after Jan 1st. Boeing has stated they will not be able to meet the current deadline set in Certification Reform Bill. TWU International informed Local 556 that SWAPA and Southwest Airlines are in favor of this amendment proposed by Sen Wicker (MS-R) to extend the deadline to September of 2024.</li> <li>• TWU/APFA Government Affairs monthly meetings (Allie Mallis, Lori Vitto-Glatty)</li> </ul> <p><b>COPE Budget</b></p> <p>Proposed Budget 2022 – 2023 – Round #2</p> <p><b>COPE State Conference/Central Labor Council/State AFL-CIO</b></p> <ul style="list-style-type: none"> <li>• Central FL Labor Council Meetings – 09/14</li> <li>• North Georgia CLC – 9/14</li> <li>• TWU International Georgia State Conference Meeting – 9/17</li> <li>• Gulf Coast CLC (TX) – 9/28</li> <li>• TWU Illinois State Conference – 9/19</li> <li>• Chicago Federation of Labor – 9/19</li> <li>• Colorado AFL-CIO – 9/26</li> <li>• Colorado CLC – 9/22</li> <li>• California State Conference – 8/31</li> <li>• Alameda Labor Council – 9/12</li> </ul>	

Report From:	Education
Submitted Report:	
<p>The Education Committee met for Strategic Planning Zoom meetings on September 15th, 20th and 23rd.</p> <p>Co-Chairperson Angie Kilbourne made posts in the Official TWU Local 556 Facebook Group as well as the Education Committee Page covering: PIN Black Out Date for Labor Day, Round Three Vacation Bidding, Round Four Vacation Bidding.</p> <p>Co-Chairperson Angie Kilbourne utilized edits from President Lyn Montgomery and Recording Secretary Ashely Breuer for the Union 101: Membership Meetings. She would like to thank them for their feedback with making this education piece a helpful resource for our Membership.</p> <p>The Education Committee sent an e-mail blast on September 7, 2022 titled "Most Frequently Asked Questions (FAQs) from Probationaries....about Reserve." The Union 101: Informational Picketing was sent in an email from the Negotiating Team on September 14, 2022.</p> <p>Co-Chairperson Amanda Gauger worked on various research topics to understand issues brought forth by our newest Members, especially those on Probation. Some of them include researching when a newer Flight Attendant is swapped to work a flight they were supposed to deadhead, RDV accuracy on the Reserve Report and pay accuracy on Reserve.</p> <p>The Education Committee answered emails, private messages, phone calls, and social media questions from Members on a daily basis throughout September.</p> <p>In addition, Co-Chairperson Angie Kilbourne has completed work with other Committees. She travelled to Dallas and spent a day with the TWU 556 Scheduling Committee and Crew Planning learned about DPOS. She also assisted the Communications Committee with updating the IROPS email for Hurricane Ian. She created graphics regarding the RPT bar and self-acknowledging trip changes for the email blast.</p>	

<b>Report From:</b>	<b>FADAP</b>
<b>Submitted Report:</b>	
<p>The chair of the team Tom Spillers: worked September 1st-10th and 18th-30th. He also attends a weekly meeting with Tom Crabtree, CISM, PS. McArthur Stidom, West Coast Coordinator worked September 11th-17th chair-on-duty. Greer assisted when needed.</p> <p>We had one of our local DAL team members, Jodi Nevant, attend 6 of the new hire TWU Local 556 classes and dinners in September.</p> <p>We had one of our local ATL team members, Beth Kepple, chair 3 Wings of Sobriety telephonic meetings in September.</p> <p>We had one of our local BWI team members, Mikel Kendel, complete his Peer Recovery Support Specialist certificate. Mikel also made Fadap Team Posters for all bases.</p> <p>We have one of our local MDW team members, Lori Light, researching the effects of the pandemic on alcohol abuse.</p> <p>We have 15 team members taking continuing education in Smart Recovery and 14 in NAADAC.</p> <p>We had one of our LAS team members, Paul Egger, write his recovery story for TWU Local 556 newsletter.</p> <p>We had 11 lounge visits, one at each base, during the month for National Recovery Month.</p>	

<b>Report From:</b>	<b>FLOC</b>
<b>Submitted Report:</b>	
<p>FLOC Conference Recap: Denna Harrison and Lisa Vidal</p> <p>Monday 9/26 - Welcome event to discuss the week's events</p> <p>Tuesday 9/27 - MDW picket</p> <p>Wednesday 9/28 - Negotiations class</p> <p>Thursday 9/29 - Discussion and overview of the week's events</p> <p>Subject to change future meetings for 2023 March 6th - Dallas, June 5th - Tulsa and August 28th New York</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>October 2022 Grievance Report</i></p> <p><b><u>TOTAL NUMBER OF GRIEVANCES:</u></b></p> <p><b><i>266 total grievances:</i></b></p> <p>21 terminations  39 group grievances  37 non-term disciplinary  61 Attendance  108 individual contract</p> <p><i>Total Contract Grievances on file: 147</i>  <i>Total Discipline Grievances on file: 119</i></p> <p><b><u>Settled and Withdrawn Report:</u></b></p> <p>In September, fifty grievances were settled; of those twenty were settled at the Step 2 level, twenty while preparing for Executive Board review, seven at the SWA Preliminary decision stage, and three at a grievance monthly Labor meeting. Thirty-three grievances were withdrawn without prejudice, and two grievances expired.</p> <p>Of the sixty-one Attendance grievances, twenty-three are No-Shows, six Unable to Contact, eighteen Failure to Report, seven Sick Leave 1, five No-Show Training, one SLA and one MBL.</p> <p>The thirty-seven non-term disciplinary grievances consist of: twenty-three written warnings, three final written warnings, two three-day suspensions, one six-day suspension, seven thirty-day suspensions, and one under the “other” category.</p> <p><b><u>Fact-Finding Meetings:</u></b></p> <p>Forty-eight fact-finding meetings were held in the bases, in September 2022. We are continuing to see several cases of Unprofessional Conduct, Termination Level Points, and Probationary Performance.</p> <p><b><u>Chat Apps</u></b></p> <p>1,522 chat app messages received the month of September.</p> <p><b><u>Board of Adjustments:</u></b></p> <p>FA – <i>Settled</i>  FA-October 27, 2022</p>	



**Arbitration Schedule:**

Group: ESCP: Held on April 28-29, 2022, *Brief Submitted*

FA-Term-July 29, 2022, Day One was held. Day Two was held August 16, 2022. *Preparing Briefs.*

FA-Term-October 17, 2022.

FA-30-day-November 18, 2022.

FA-14 Vacations;17 Medical Examinations;21 Compensation-November 29, 2022.

**Arbitration-Proceeding on Their Own:**

FA: Written Warning Class 2.13

**Upcoming Grievance Meeting:** The Union and Management have agreed to a Labor meeting to be held October 20, 2022.

Report From:	Health
Submitted Report:	
<p><b>Health Report - October Executive Board Meeting</b></p> <p><b><u>ASAP</u></b></p> <p>November 2022 all Southwest ASAP programs will be moving to Corporate Safety. This should help all the programs work together and will help recurring issues get addressed. This will also help the consistency of all programs.</p> <p>We continue to receive a record number of ASAP reports and may have to start meeting more than once per week. We still have a temporary ASAP Manager and she will remain in place until the program moves to Corporate Safety.</p> <p>We have received 2,072 reports YTD 2022. 1,937 of these reports have been accepted and 135 reports were excluded.</p> <p>We recently attended an internal Southwest ASAP InfoShare. We will also be attending the InfoShare with all the other airline ASAP groups in the November in Seattle.</p> <p><b><u>Fatigue Risk Mitigation Program</u></b></p> <p>- The fatigue program is being used more month over month. Since the new rest rules have gone into effect, the numbers have fallen slightly. We have had several meetings on the new platform to view and submit the reports in the near future.</p> <p>Fatigue Reports received 2022 Year-to-Date: 421  Paid – Operational Causation Year-to-Date: 247  Non-Paid – Operational Causation Year-to-Date: 4  Non-Paid – Non-Operational Causation Year-to-Date: 103  Non-Paid – No Crew Member Report Year-to-Date: 54  No Decision Necessary - Informational Only Year-to-Date: 13  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</p> <p>- <b><u>Health/Safety</u></b></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.

- Southwest has discontinued the Infectious Disease guidelines in relation to COVID.
- There has been a decrease in the cases of Monkey Pox nationwide – we hope to continue to see this downward trend.
- 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 Space Bin Bag system assessment is still in process.
- The FAA continues to investigate customer misconduct issues – this is something they plan to continue.
- We have been discussing Hot Aircraft and Hot cans with Management– we told them it appears that a reactive instead of proactive approach is being taken on both of these situations.

#### Event Notification System

We continue to receive and act on Event Notification System (ENS) emails. In a month's time 416 events were reported.

- 2022 3,633 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

ASAP InfoShare – all airlines - Seattle

HASC - monthly meeting

Health and Safety Round-Up – Weekly conference Inflight Management

FAA Calls with Members on Passenger Misconduct Investigations

Fatigue Risk Mitigation Meeting(s)

Fatigue Risk Mitigation Platform Meetings

**Space SRM/Risk Assessment  
California Crew Rest Verbiage Meeting  
Go-Team Recurrent/Bloodborne Pathogen Training**

Report From:	LODO
Submitted Report:	
<p>LODO committee report for September Submitted by Claudio Adams</p> <p>During the month of September, the LODO Committee worked to get LODOs across the bases to come out and support the efforts of the picketing campaign on the 27th of September.</p> <p>Gisela Alvarez and Claudio Adams of the LODO committee participated in both the phone banks and sitting lounge mobilization throughout the month.</p> <p>On the 28th of September, the Committee met with <a href="#">LaShaye Hutchinson</a> from the LODO subcommittee to meet with the company, where possibilities of LODO changes were discussed.</p> <p>In attendance were: Claudio Adams, Gisela Alvarez, <a href="#">Brandon Hillhouse</a>, <a href="#">LaShaye Hutchinson</a>, Gayle Middleton, and Lisa Le from TWU. Kevin Allen, Stacie Arce, Kevin Clark, and Jeff Coats from Southwest Airlines.</p>	

<b>Report From:</b>	<b>MOBORG</b>
<b>Submitted Report:</b>	
<p>During the month of September, Moborg worked with the Negotiating Committee and the Domicile Executive Board Members to assist with coordinating designated tasks for the 9/27 Informational Picket. Moborg attended the picket leaders meetings and the pre picket meeting and coordinating the planning of the post picket events in each domicile. Moborg worked with the Domicile Executive Board Members to set up lounge mobilizations held during the 3 weeks leading up to the picket on 9/27 as well as coordinate picket related information from the NT. The lounge mobs continued to educate members on how to register for the picket, distribute Make It Right swag and drive members to the Make It Right website for all picket related information. Moborg would like to thank everyone that worked tirelessly to plan and execute the 9/27 picket as well as our picket leaders, picket coordinators and especially all of our Members who signed up and showed up on 9/27 to send our message to Southwest Airlines that it is time to Make It Right!</p>	

<b>Report From:</b>	<b>Other</b>
<b>Submitted Report:</b>	
<p><b><u>Research &amp; Analysis Committee</u></b></p> <p>The Research &amp; Analysis Committee has seen an uptick in the number of reschedules that don't seem to make much sense.</p> <p>Scheduling has begun a practice of "overnighting" Flight Attendants in the middle of a duty day. They are not giving them the option to be stranded, and are denying them additional compensation that would otherwise come with an extended duty day.</p>	

<b>Report From:</b>	<b>Professional Standards</b>
<b>Submitted Report:</b>	
<p>Professional Standards Activity Report for September 2022</p> <p>Company Policy 2 CRM 6 Employee Relations 1 I.R. Filed 2 Internal Peer Support 1 Not Taken 4 Pilot Issue 2 Unprofessional Behavior 6 Withdrawn 2 In Progress 2</p> <p>Total 29</p> <p>Positive Resolution 13 Unresolved* 14</p> <p>Source: Phone 22 TWU Email 02 Pilot PS 05</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>BWI 3 DAL 3 DEN 5 HOU 1 LAS 2 MCO 3 MDW 5 OAK 3 PHX 2 Pilot 2</p>	

<b>Report From:</b>	<b>Safety</b>
<b>Submitted Report:</b>	
<ul style="list-style-type: none"><li>• Please see the attached October 2022 Executive Board Safety Team Report (located in the files section).</li></ul>	

Report From:	Scheduling												
Submitted Report:													
<p>October Committee Report</p> <p>The number of line positions that a Flight Attendant could be awarded for the month of November increased by 538 <b>line positions</b>, from 10,766 in October to 11,304 in November. The Scheduling Committee left 0 positions in open time for the month of November prior to VR line building.</p> <p>For the month of November the following is percentage of FAs in a base that sat either AM PM or RR</p> <table><tr><td>ATL 25%</td><td>DEN 28%</td><td>LAX 25%</td><td>OAK 26%</td></tr><tr><td>BWI 30%</td><td>HOU 28%</td><td>MCO 26%</td><td>PHX 24%</td></tr><tr><td>DAL 27%</td><td>LAS 26%</td><td>MDW 28%</td><td></td></tr></table> <p>27% (not an average) of ALL active Flight Attendants did not hold a Primary or Vacation Relief Line in November. Most bases decreased by about 1% from October.</p> <p>The Committee for the month of November wrote an average of 85.13% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a decrease in purity from October by 4% (all bases were over 70% which is the minimum purity).. 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 86.05 TFP average work days were 12.42. 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 55% pure lines, 33.33% all weekend off and 0% lines containing 3-on/off or 48-hour breaks. The average lines paid 86.82 tfps.</p> <p>The FLL Satellite base had an average of 59.82% pure lines, 35.71% all weekend off and 0.89% lines containing 3-on/off or 48-hour breaks. The average line paid 82.65 tfps.</p> <p>The Line Writers for November Primaries were: Shelley Taylor, Lisa Trafton, Doreen Argyropoulos, Mark Torrez, Patrick Paladino, and Xander Ricker.</p> <p>The Line Writers for November Secondary Lines were: Doreen Argyropoulos, Patrick Paladino, Shelley Taylor and Xander Ricker.</p> <p>The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</p>		ATL 25%	DEN 28%	LAX 25%	OAK 26%	BWI 30%	HOU 28%	MCO 26%	PHX 24%	DAL 27%	LAS 26%	MDW 28%	
ATL 25%	DEN 28%	LAX 25%	OAK 26%										
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<b>Report From:</b>	<b>Scholarship</b>
<b>Submitted Report:</b>	
No report.	

<b>Report From:</b>	<b>Shop Steward</b>
<b>Submitted Report:</b>	
<p>Shop Steward Committee Report September 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. On September 6th we started the testing program for virtual meetings. We had 2 teams set for each week to cover meetings. Met virtual with teams to do recaps/debrief. Week 1 recap on September 9th to recap and debrief with Virtual Testers.. September 16th Week 2 had recap and debrief with Virtual Testers. September 22rd Week 3 had recap and debrief with DEBM's and Virtual Testers. September 30th Week 4 had recap and debrief with Virtual Testers. Worked with Alice and Kay on scheduling meetings each week. Had virtual meetings with them every Monday to recap for the week ahead. Meet with the Grievance Team to recap and debrief on September 19th and 20th.</p> <p>The Shop Steward Committee met to discuss future Shop Steward communication including:</p> <ul style="list-style-type: none"> <li>• Newsletter (Monthly)</li> <li>• Zoom Meetings (Monthly)</li> <li>• Conference Call (Monthly)</li> </ul> <p>Shop Steward Communication Newsletter Shop Steward Newsletter – September</p> <ul style="list-style-type: none"> <li>• Statistics and Trends</li> <li>• Contact information of our Attendance &amp; Leave Specialist (Ann Clarie Crawford)</li> <li>• Thank you for successful Picket and link to Make It Right Campion</li> <li>• Links for help after severe weather/hurricanes</li> </ul> <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:	
<p>VeAnne reports she loaded the Annual Membership Survey into Get Feedback. The survey will be sent to the membership in October.</p> <p>VeAnne reports she attended the Informational Picket on September 27th in the Dallas base.</p>	

Report From:	Uniform
Submitted Report:	
<p>The Uniform Committee met with the company's liaison in September to discuss several of the issues surrounding the current uniform program. Below are the topics discussed and the feedback received.</p> <ul style="list-style-type: none"> <li>• Inventory: the company is aware of the delays and low inventory levels of specific items but, we've been reassured that they are working on increasing production to meet the needs of our workgroup.</li> <li>• Blazer: as of now, there isn't a concrete date as to when the Men's blazer will be returned to stock.</li> <li>• Standards: A new revision is in the works but, we do not have a set date as to when they will be released. <ul style="list-style-type: none"> <li>○ We have asked that the company to allow a more inclusive standard that will allow our flight attendants to be able to show tattoos and nose piercings. At this time, no decision has been made.</li> </ul> </li> <li>• Uniform Compliance checks: Supervisors have been conducting more frequent appearance checks. We have encouraged members to familiarize themselves with the current standards to avoid any documented disciplinary action for not being compliant.</li> <li>• Cotton Alternative uniforms: The company has streamlined the ordering process for flight attendants wearing an alternative uniform and each base has a dedicated admin that will be able to assist in the process. Flight attendants are still to go through the outlined accommodations process and if they need assistance, they are to contact their base.</li> </ul> <p>We have worked very closely with new hires in sourcing uniform pieces. We've seen numerous concerns regarding the sizing of the women's signature and charcoal dresses. The main concern is that these pieces have sizing differences but are of the same make and style. Members have reported that they have received disciplinary action for unaltered pieces and have been informed that they are non-compliant. We have asked that anyone experiencing this email the uniform committee as well as contact the union office for further guidance.</p> <p>In September, I (Jamaul Peacock) attended the Pride At Work convention and was able to learn about how other organizations and companies are promoting more inclusive practices and incorporating gender neutral uniform options. I have been a huge advocate for our members and expressed the need for Southwest to adopt the same guidelines and allow our members the right to choose which uniform best suits the way they identify. We have also asked that we explore the options of having a Female blazer, turtlenecks and a cotton option</p>	

uniform that is an exact replica of our current items. At this time, this is only an ask; however, we will continue to advocate for our members.

Report From:	Veterans
Submitted Report:	
<p>Danette Y. Foster, Chairperson reports that she and Wayne Tipton, Vice-chairperson attended the TWU International Veterans Committee Conference in Tulsa OK, September 26-29. There were representatives from the Oklahoma Veterans Administration and the Disabled American Veterans who provided an array of valuable information regarding filing claims, Forever G.I. Bill, role of National Service Officers, life insurance, death pension/accrued benefits and women veteran challenges to name a few. Members of the International Veterans Committee continue to discuss the challenges of encouraging their members to be more active with the committee as well as their Locals in general. They also visited the Mission 22 Memorial which is a tribute to the awareness and prevention of veteran suicides. There are also memorials dedicated to women veterans, Gold Star Families, Blue Star Mothers and other prominent military persons in history in the Mission 22 area. Additionally, Wayne is now a member of the Communications Committee. He also conducted a lounge visit in Las Vegas in September. Danette also attended the Biennial Women Marines Association Convention in Las Vegas, NV, September 29-October 3. Sergeants Major of the Marine Corps were recognized, there were workshops for becoming published authors, social media and insurance to name a few, a local race - Vegas Strong; the Guest of Honor for the Closing Banquet was Major General Roberta L. Shea, Legislative Assistant to the Commandant who spoke on the theme "Where the Past Meets the Future." She informed the people in attendance about the changes that directly affect military women from the congressional level. Local 556 Members continue to inquire about their Stars For Our Troops Campaign so they will continue to distribute them as is possible.</p> <p>The Veterans Committee continues to honor and support Active Duty Personnel, Veterans and their Families.</p>	

<b>Report From:</b>	<b>WWC</b>
<b>Submitted Report:</b>	
<p>September 10 -11, 2022 - Texas AFL-CIO - Women's Summit</p> <ul style="list-style-type: none"> <li>• resolutions presented for Reproductive Rights are Workers' Rights -             <ul style="list-style-type: none"> <li>○ Approved September 27, 2022, by the Texas AFL-CIO Executive Board - RMarsh VP District 7</li> </ul> </li> </ul> <p>Orders placed for the Breast Cancer Pins and the Breast Cancer/ Testicular Cancer and Self Care Cards -</p> <p>Karla Braxton - Breast Cancer Awareness Web page, Glass Box, and Official TWU 556 Webpage data.</p> <p>Preparations for the last 2022 TWU International Working Women's Meeting in November - December 2022</p>	









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## Safety Team Report

Michael Massoni – 1<sup>st</sup> Vice President & Operational Safety Chairperson

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

To: TWU Local 556 Executive Board  
CC: Thom McDaniel, TWU International Vice President  
Date: October 8, 2022  
Re: October 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 - 126**

ASAP Reports received 2022 Year-to-Date:	2072
Accepted Reports Year-to-Date:	1937
Excluded Reports to date:	135
Acceptance Rate Year-to-Date:	93.5%
Open Reports:	125
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:	14384

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

Fielded Events for Period: 09/10/22 through 10/08/22 = 416  
Emergencies Declared for Period = 14

2022 Year-to-Date = 3633  
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: 09/10/22 through 10/08/22 = 18  
 Open Reports = 4

Event Date	Base	FRMC Recommend	Base Decision	Final Disposition
10-04-2022	LAX			
10-02-2022	ATL			
10-03-2022	HOU			
10-01-2022	LAX			
09-29-2022	DEN	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
09-28-2022	BWI	Non Paid - No Crew Member Report	Accepts	Non Paid - Nonoperational Cause
09-27-2022	BWI	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
09-24-2022	DEN	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
09-11-2022	HOU	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
09-24-2022	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause
09-24-2022	OAK	Non Paid - Nonoperational Cause	Declines	Non Paid - Nonoperational Cause
09-22-2022	BWI	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause

09-15-2022	LAX	Paid - Operational Cause	Accepts	Paid - Operational Cause
09-12-2022	DAL	Paid - Operational Cause	Accepts	Paid - Operational Cause
09-12-2022	HOU	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
09-17-2022	MCO	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
09-12-2022	BWI	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
09-18-2022	DEN	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause

Fatigue Reports received 2022 Year-to-Date:	421
Paid – Operational Causation Year-to-Date:	247
Non-Paid – Operational Causation Year-to-Date:	4
Non-Paid – Non-Operational Causation Year-to-Date:	103
Non-Paid – No Crew Member Report Year-to-Date:	54
No Decision Necessary - Informational Only Year-to-Date:	13
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

### **Most Current Hot Aircraft Event Reporting**

## Hot Aircraft Overview 09.26.2022 - 10.02.2022

### Hot AC Total by City

DEN	18
LAS	18
PHX	13
BWI	12
DAL	11
MDW	10
HOU	9
OAK	8
SAN	8
AUS	6
SMF	6
DCA	5
ABQ	4
HNL	4
HRL	4
MCO	4
SJC	4
STL	4
ATL	3
BNA	3
SNA	3
FLL	2
MCI	2
MSY	2
ONT	2
SDF	2
SEA	2
TPA	2
BUR	1
CMH	1
CUN	1
DTW	1
EUG	1
IAH	1
JAN	1
LAX	1
LGA	1
LGB	1
OGG	1
OKC	1
ORD	1
PHL	1
PIT	1
PSP	1
PVD	1
RNO	1
SFO	1
TUL	1

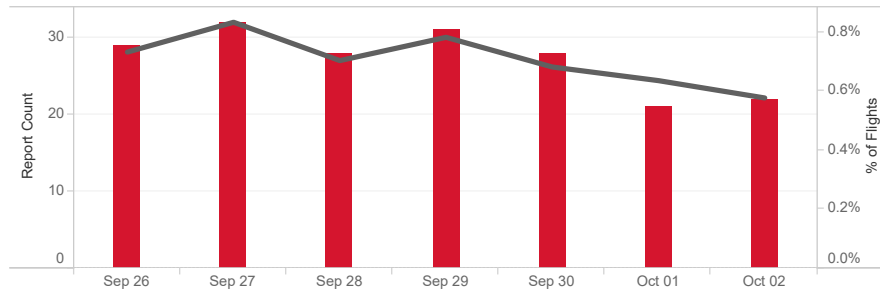
### Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	9/19/2022	9/26/2022	9/19/2022	9/26/2022
ACARS	272	176	-35.29%	
IF SOPI	3	1	-66.67%	
Inflight Form	14	14	0.00%	
Grand Total	289	191	-33.91%	

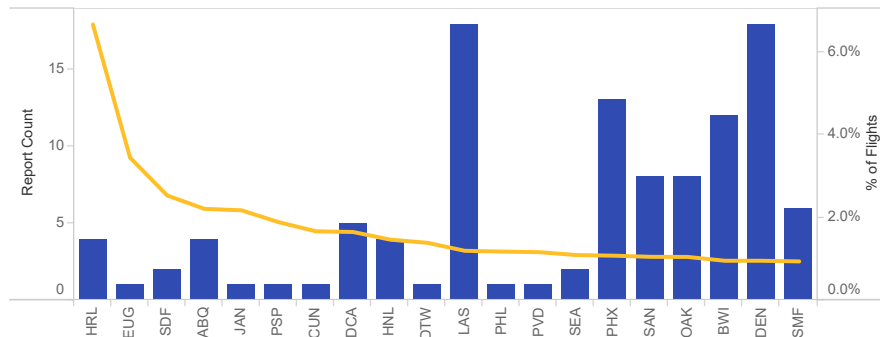
### Year over Year Comparison

September	2021	857
	2022	1,067
October	2021	704
	2022	43

### Daily Employee Report Submissions and % of Flights



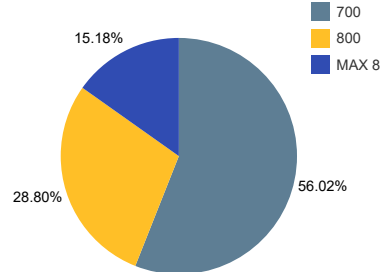
### Stations - Top 20 Based on % of Flights



The percentages for the Top 20 Stations are based on the number of Hot AC Events reported on and the number of flights that departed from each city during the respective week.

### Hot Aircraft by Fleet

Percent of total Hot AC Reports received



Fleet	Hot AC Reports	% of Flights**
700	107	0.77%
800	55	0.95%
MAX 8	29	2.30%

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

## 'Hot' Aircraft and Gates

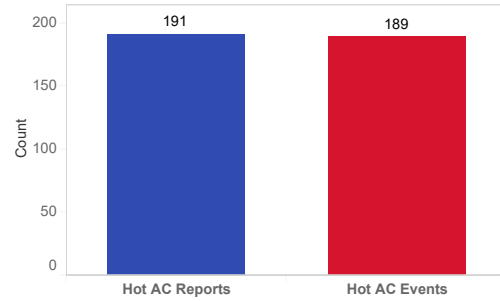
### Aircraft with four or more reports

AC Number	
494	5
7702	4

### Gates with three or more reports

### Reports versus Events

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

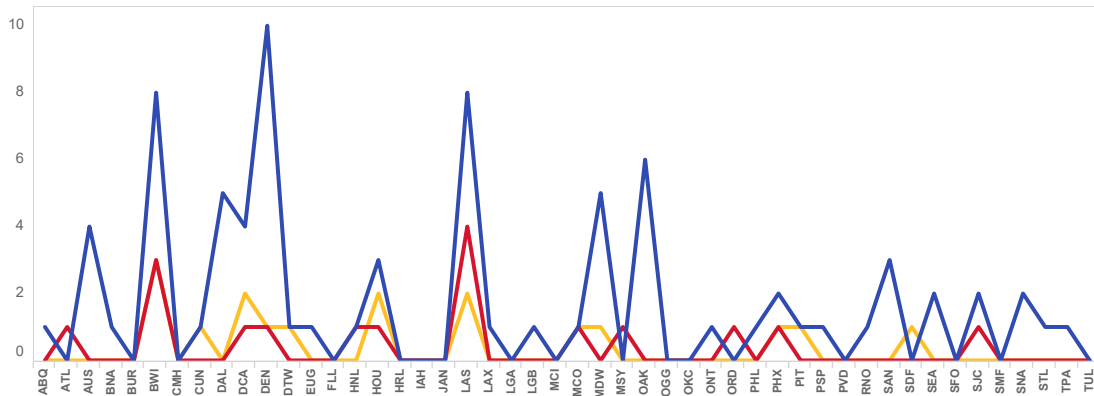


## Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	9/19/2022	9/26/2022
% Air Not Connected	44.12%	45.45%
% Ops Agent Not Present	4.41%	9.66%
% Ramp Agent Not Available	6.25%	9.66%

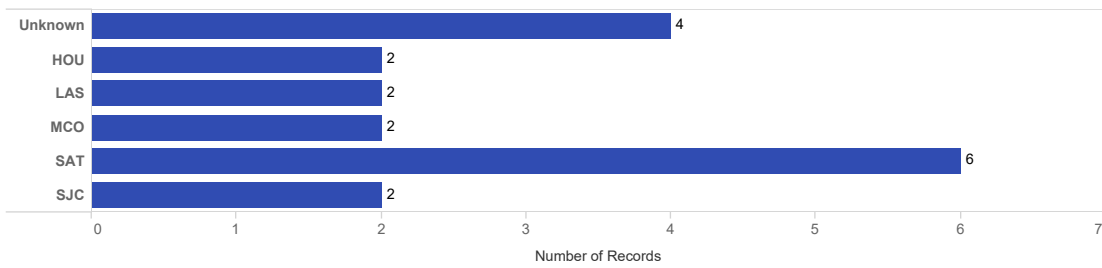


## Good Job ACARS

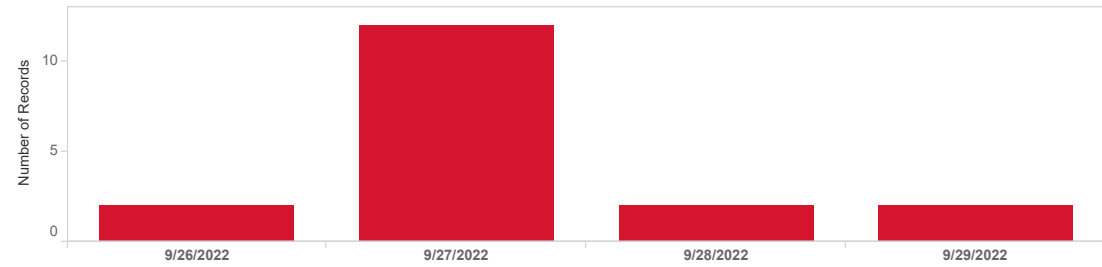
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

## Customer Hot AC Complaints for the week of 09/26/22 to 10/02/22

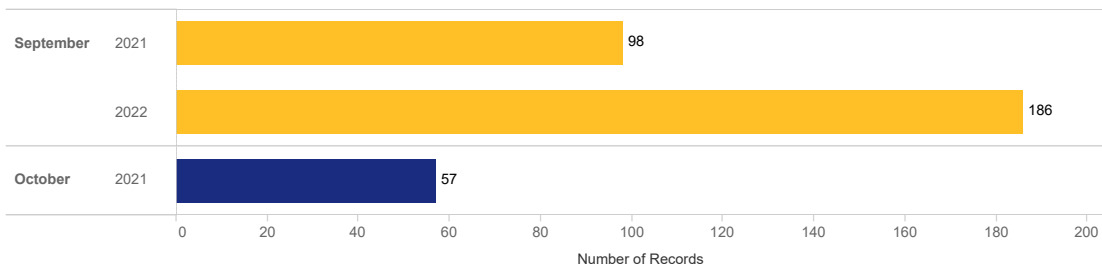
### Pax Complaints by Originating City



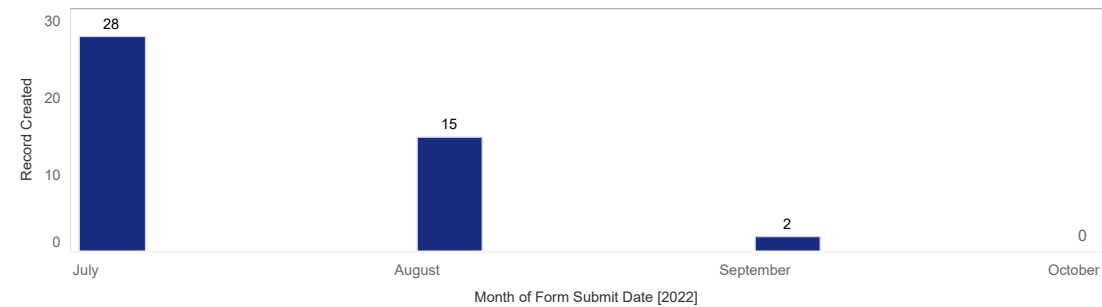
### Pax Complaints by day



## Year over Year Customer Complaints

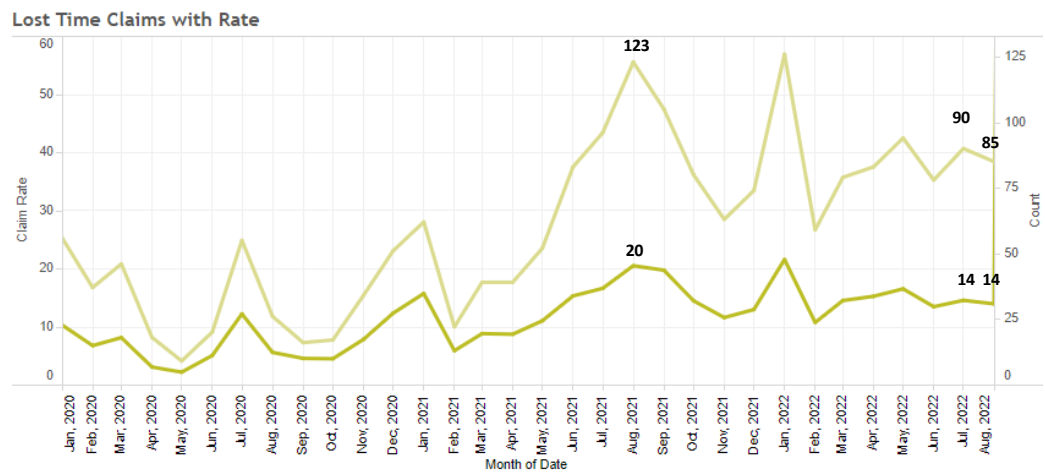


## Monthly Inflight LINK Report Submissions | 3 Month Lookback

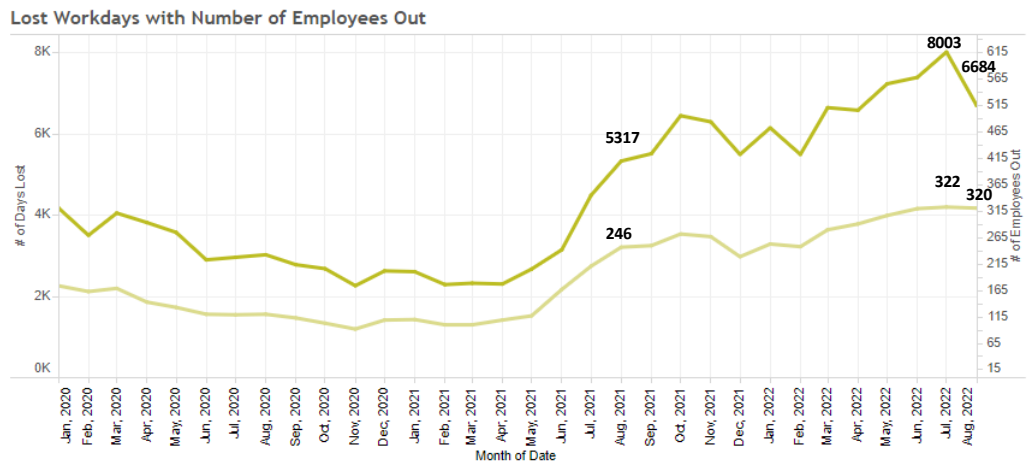


Current Occupational Injury Data:

LTCR



Lost Workdays



## OSHA Recordable (Inflight)

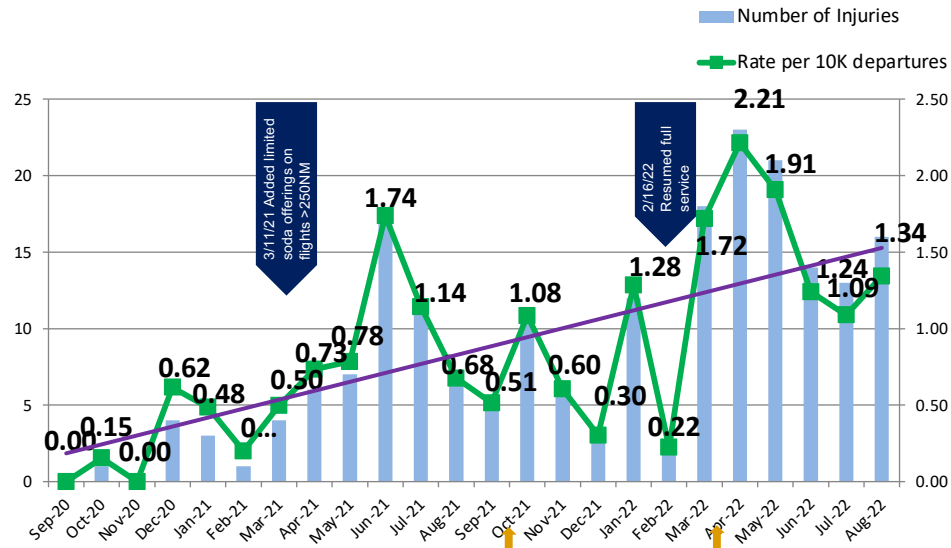
	Date of Loss / OSHA Recordable					
	2020		2021		2022	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	84	52	36	64	60	118
February	77	39	30	25	65	60
March	100	33	44	38	77	79
April	29	11	50	37	98	87
May	8	10	51	55	75	88
June	42	21	74	77	74	74
July	40	48	70	94	87	87
August	36	27	82	118	100	79
September	31	19	70	93	89	60
October	28	15	72	81		
November	32	33	52	64		
December	30	50	42	80		

## Cause (Inflight-Top 10)

Cause General	2020	2021	2022
Struck by/Against	175	336	395
Slip/Trip/Fall	131	270	238
Other	169	223	227
Carrying/Lifting	66	171	120
Pushing/Pulling	49	91	117
Weather	16	25	56
Collision	27	27	41
Contact with object	29	27	34
Caught In/Between	15	43	27
Strain	14	30	26



## Flight Attendant Turbulence Injuries



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

Green line is rate per 10K departures

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

Yellow arrows are months a Flight Attendant serious injury due to turbulence occurred.

For August 2022 – 16 FA turbulence injuries, rate per 10K departures of 1.34. All but one of the injuries occurred on long haul flights (>250NM). None were NTSB reportable.

Three injures during climb, two occurring on one flight and they were seated. In the other climb event later in the climb and the Flight Attendant was up. A second flight where two Flight Attendants were injured, during descent. Of the events this month only one had turbulence that was expected by the Flight Attendants (others were unexpected or unknown based on information in IRs) and in that case the Flight Attendant was seated and according to the FA IR had their harnesses on. Descent was the primary phase (8 injuries) followed by cruise (5 injuries). Seeing an increase from last month and continue an overall trend over the last 24 months (purple line).

Looking back over the last 4 years, to 2018, this is the highest rate and number for month of August.

2021 – 7, .68

2020 – 3, .35

2019 – 7, .59

2018 – 15, 1.28

The OJI “incurred” cost, or best estimate, for month of August is approximately \$219,000. 2022 YTD slightly over \$1.9M.

## OSHA 300 Log Distribution (In Files Section of Sales Force)

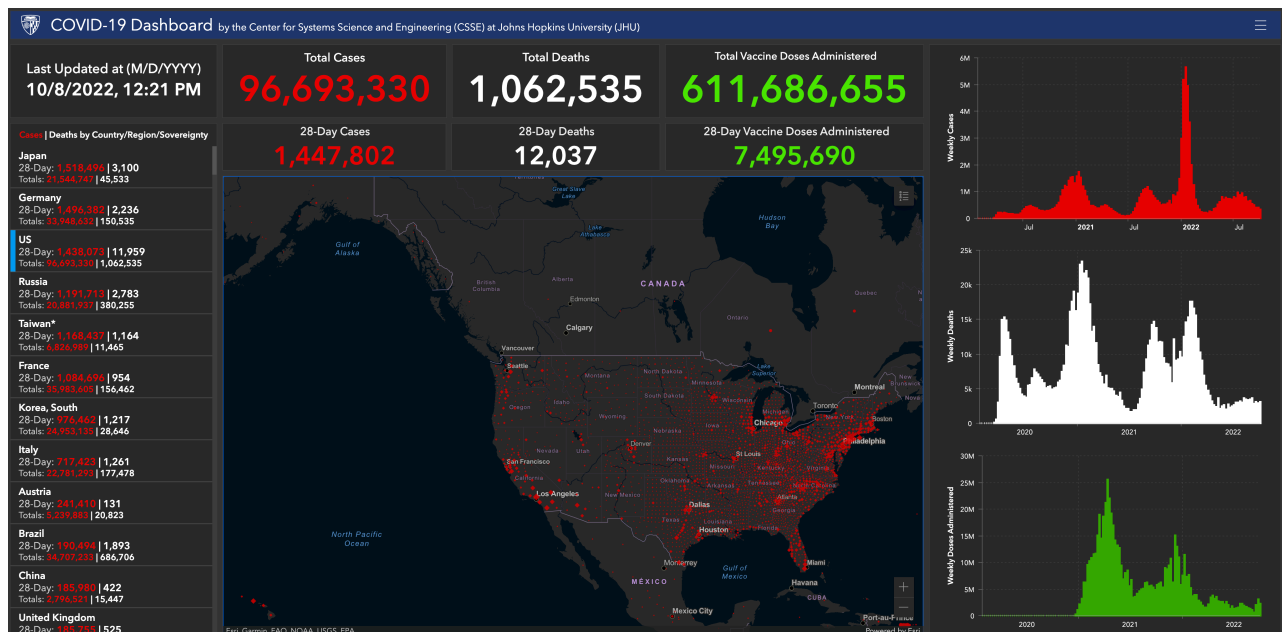
### Open Discussion Items:

737-7 Max Certification Update

### Coronavirus Update:

Current COVID-19 U.S. Stats as of 08OCT22:

Case Mortality Rate: .910%



### Updated CDC Guidance on Quarantining and Masking:

- Recommending that instead of quarantining if you were exposed to COVID-19, you wear a high-quality mask for 10 days and get tested on day 5.
- Reiterating that regardless of vaccination status, you should isolate from others when you have COVID-19.
  - You should also isolate if you are sick and suspect that you have COVID-19 but do not yet have test results.
    - If your results are positive, follow CDC's full isolation recommendations.
    - If your results are negative, you can end your isolation.
- Recommending that if you test positive for COVID-19, you stay home for at least 5 days and isolate from others in your home. You are likely most infectious during these first 5 days. Wear a high-quality mask when you must be around others at home and in public.
  - If after 5 days you are fever-free for 24 hours without the use of medication, and your symptoms are improving, or you never had symptoms, you may end isolation after day 5.
  - Regardless of when you end isolation, avoid being around people who are more likely to get very sick from COVID-19 until at least day 11.

- You should wear a high-quality mask through day 10.
- Recommending that if you had [moderate illness](#) (if you experienced shortness of breath or had difficulty breathing) or [severe illness](#) (you were hospitalized) due to COVID-19 or you have a weakened immune system, you need to isolate through day 10.
- Recommending that if you had [severe illness](#) or have a weakened immune system, consult your doctor before ending isolation. Ending isolation without a viral test may not be an option for you. If you are unsure if your symptoms are moderate or severe or if you have a weakened immune system, talk to a healthcare provider for further guidance.
- Clarifying that after you have ended isolation, if your COVID-19 symptoms worsen, restart your isolation at day 0. Talk to a healthcare provider if you have questions about your symptoms or when to end isolation.

#### **Scheduled and Standing Meetings:**

- September 15, 22, 29 and September 6, 13, 2022 – Safety and Regulatory Compliance Teams Meeting with Steve Murtoff, Tom Raffalski and Dominick Renteria
- September 21, 28 and October 5, 2022 – Top 5 Catch-up Teleconference
- September 21, 28 and October 5, 2022 – Executive Board Touch Base
- October 24, 2022 – Fall ASAP InfoShare Planning Teleconference
- October 11 – 13, 2022 - Executive Boards (virtual)
- September 29, 2022 - SWA ASAP Internal InfoShare
- October 4, 2022 – Go-Team Recurrent/Bloodborne Pathogen Training