



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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NOVEMBER 2022 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
Pamila worked with Atlanta Domicile Executive Board Member Alison Head and Orlando Domicile Executive Board Member Drew Shy on their Annual Pride Parades. Members of the Civil and Human Rights Committee (CHRC) traveled to Dallas to meet with Southwest Airlines Leadership, to give a presentation on Gender Identity. In attendance; CHRC Chairperson Pamila Forte, Shop Steward's Zach Hart (DEN), Ashley Wilhelm (OAK), Member Miguel Cordoba (HOU), and Oakland Shop Steward Heather Kelly-Gray attended via Zoom. CHRC held several conference calls throughout the month of October. Pamila attended a conference call with Working Women's Committee Chairperson Renda Hobbs Marsh to begin preparation for the upcoming MLK Conferences, to be held January 13-16, 2023 in Washington D.C (AFL-CIO) and Houston, Texas (TWU).	

Report From:	CISM
Submitted Report:	
The CISM Team attended its annual 3 day training October 11-13 in DAL. The joint training with the SWAPA Pilot CISM Team was 3 full days of review of CISM procedures, Grief, Suicide, Assault and Resiliency. We had several guest speakers that included Lyn Montgomery, Sonya Lacore, Mike Sims, and the NOC. BMAL Danny Modelo, FADAP Tom Spillers and FADAP Jodi Nevant attended as guests. CISM Chairperson Eileen Rodriguez presented to ten new hire training classes, attended several meetings with Management and the NOC. The CISM Team responded to 142 events and spoke to 291 Flight Attendants. Aborted Takeoff/Landing 2 Bomb Threat 1 Carryover 2 Crew Member Illness 1 Death on Board 2 Debriefing - Team Member 3 Declared Emergency/Prep Cabin 2 FADAP Team Referral 2 FA Death 2 FA Death of Family Member 3 FA Illness 7 FA Injury 6 Fire on Aircraft 1 Human Trafficking 1 Illness of Family Member/Caregiver Stress 1 Mechanical 10 Natural Disaster 2 New Class Presentation 10 Other 4 Passenger Medical 30 Passenger Misconduct 10 Peer Support 9 Personal Issue 26 Sexual Harassment or Assault 1 Smoke or Fumes in Aircraft 1 Suicide Attempt of a Family Member 1 Suspicious Substance on Board 1 Turbulence 2	

Total Events worked 142
Total FLight Attendants Assisted 291

Report From:	Communications
Submitted Report:	
Communications: Co-Chairpersons Ashley Breuer and Drew Shy Reports: October Communication Emails Sent • Catching Up With Local 556 - October 31, 2022 • 2022 Third Membership Meeting Reminder • 2022 Third Membership Meeting Reminder and Voting Update • Breast Cancer Awareness • FADAP Survey • Health & Safety - Assault Investigation Processes • Health & Safety - Safety Reporting through ASAP and other Reporting Methods • Negotiating Committee - Coast to coast, Members showed up for change • Negotiating Committee - You made your voices heard - thank you! • Negotiating Committee - Informational Picket Survey • Negotiating Committee - Informational Picket Survey Reminder • Scheduling Committee Update - October 2022 • Shop Steward Newsletter • ATL E-Connection • ATL Pride Parade Event Reminder • DEN E-Connection • BWI E-Connection • MCO/FLL E-Connection • MCO Pride Parade Event Reminder • PHX E-Connection • 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. • Weekly catch-up conference calls • 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. • Continued training and roll-out of new email software Journey Builder in Salesforce Marketing Cloud. • Unity Magazine Update with Communications Vice-Chairperson Mikita Johnson • Unity Magazine Update with Communications and the NT	

- Met with Sprout Social to discuss enhancing social media presence
- Ashley and Drew have continued with the “Catching Up with Local 556” Newsletter. Publication #14 was sent out on October 31. 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

Report From:	COPE
Submitted Report:	
<u>Committee on Political Education Report</u>	
October 2022	
COPE Activities	
• Processing Members Emails Request • Sent Follow-up Email Communications to Members (Per Request) • Prep work for upcoming COPE Regional Meeting	
COPE Communication	
• TWU/APFA Government Affairs monthly meetings (Allie Mallis, Lori Vitto-Glatty) • Tracking Midterm Election	
COPE State Conference/Central Labor Council/State AFL-CIO	
• Maryland State and D.C. AFL-CIO Biennial Convention – 10/13 – 10/15	

Report From:	Education
Submitted Report:	
The Education Committee met for Strategic Planning Zoom meetings on October 6th and 24th. Co-Chairperson Angie Kilbourne edited and sent for approval the Union 101: Membership Meeting. This is planned to be sent to the Membership prior to the next Membership Meeting. She continued to build and edit the FAQ compilations, and is currently building and editing: Holiday, Overlap 201, PIN, Reschedule, Reserve, Probationary Reserve, Vacation 201 and VJA. She designed and edited to two example graphics for the Reschedule FAQ email, as well as requested approvals and edits. The Contract 201: Article 32 - Attendance Policy has been composed, edited and had additions made. It was submitted to Brandon Hillhouse and Denny Sebesta for edits and suggested changes. Co-Chairperson Amanda Gauger began researching No Show and Failure to Report trends within the Probationary Flight Attendants from June 2022 through the present. In addition, she is compiling data regarding Probationary Flight Attendants who are called for Mandatory Meetings and how many of them contact the Union Office for representation. The Education Committee plans on using this data to help address gaps in knowledge for the Probationary Flight Attendants and to help reduce the numbers of attendance occurrences with our newest Members. The Education Committee answered emails, private messages, phone calls, and social media questions from Members on a daily basis throughout October. The Committee would like to thank Courtney Davis for assisting in the editorial process of Education materials.	

Report From:	FADAP
Submitted Report:	
The chair of the team Tom Spillers: worked October 1st-22nd attends weekly meeting with Tom Crabtree, CISM, and PS. McArthur West Coast Coordinator worked October 23-30 chair-on-duty. Greer assisted when needed.. Team total hours worked week on call in October: 176hrs. We had one of our local DAL team member, Jodi N. that attended 5 of the new hire TWU Local 556 Union classes and dinners in October. Dana Mullins attended the safety fair in PHX on Oct 18th.	

Report From:	FLOC
Submitted Report:	
Nothing new to report.	

Report From:	Grievance
Submitted Report:	
<i>November 2022 Grievance Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> <i>274 total grievances:</i> 25 terminations 38 group grievances 33 non-term disciplinary 48 Attendance 130 individual contract <i>Total Contract Grievances on file: 168</i> <i>Total Discipline Grievances on file: 106</i> <u>Settled and Withdrawn Report:</u> In October, twenty-nine grievances were settled; of those nine were settled at the Step 2 level, thirteen while preparing for Executive Board review, three at the SWA Preliminary decision stage, and four at a grievance monthly Labor meeting. Thirty-six grievances were withdrawn without prejudice, and two grievances expired. Of the forty-eight Attendance grievances, eighteen are No-Shows, one Unable to Contact, eighteen Failure to Report, four Sick Leave 1, six No-Show Training, and one MBL. The thirty-three non-term disciplinary grievances consist of: eighteen written warnings, three final written warnings, three three-day suspensions, one six-day suspension, seven thirty-day suspensions, and one under the “other” category. <u>Fact-Finding Meetings:</u> Fifty-eight fact-finding meetings were held in the bases, in October 2022. We are continuing to see several cases of Unprofessional Conduct, Class 1.17 (Not being within 2 hours on Reserve), and Probationary Performance. <u>Chat Apps</u> 1,388 chat app messages received the month of October. <u>Board of Adjustments:</u> <i>FA-Settled</i> <u>Arbitration Schedule:</u> Group: ESCP: Held on April 28-29, 2022, <i>Brief Submitted</i>	

FA-Term-*Company Award*.

FA-Term-Day Two held November 2, 2022.

FA-FA *chose not to go to arbitration*.

FA-*Settled*.

Arbitration-Proceeding on Their Own:

FA: Written Warning Class 2.13

Upcoming Grievance Meeting: The Union and Management have agreed to a Labor meeting to be held November 30, 2022.

Report From:	Health
Submitted Report:	
Health Report - November Executive Board Meeting <u>ASAP</u> The date for all ASAP groups to move to Corporate Safety is now December 2022. Starting in the first quarter of 2023 we will resume having in person meetings. Inflight Management will be working in the offices on Tuesday, Wednesdays and Thursdays so we will meet on those days. 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. We recently attended an InfoShare in Seattle, WA. There was a record number of attendees at this session. It was determined that Cabin ASAP will attend all ASAP InfoShares (2 a year); with the next one being spring 2023 in Baltimore, WA. ASAP Reports received 2022 Year-to-Date (as of 11/1/22): 2264 Accepted Reports Year-to-Date: 2107 Excluded Reports to date: 157 Acceptance Rate Year-to-Date: 93.07% 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: 14551 <u>Event Notification System</u> We continue to receive and act on Event Notification System (ENS) emails. In a month's time 416 events were reported. • 2022 4,011 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*

Fatigue Risk Mitigation Program

The fatigue program reporting has come down with the rest rule taking into effect. The new platform is still being tested; it should be first quarter 2023 before it goes live.

Fatigue Reports received 2022 Year-to-Date: 452

Open Reports: 6

Paid – Operational Causation Year-to-Date: 260

Non-Paid – Operational Causation Year-to-Date: 5

Non-Paid – Non-Operational Causation Year-to-Date: 111

Non-Paid – No Crew Member Report Year-to-Date: 61

No Decision Necessary - Informational Only Year-to-Date: 9

Fatigue Reports received all of 2021: 240

Fatigue Reports received all of 2020: 45

Fatigue Reports received all of 2019: 4

Fatigue Reports received for the life of the program: 329

Health/Safety

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.
- Injury data continues to be discussed monthly with Inflight Management as well as with Sr. Safety Management. There is a new platform that was developed that gives a deeper dive into the injuries. Please see the Safety Team Report for the new chart.
- 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. During a recent presentation at InfoShare we learned that over \$3,000,000 of fines have been levied against customers in the aviation industry.
- There was a presentation from the DOT at the recent InfoShare regarding Drug and Alcohol Testing. Airlines are required to test 25% of their employees in safety sensitive positions to remain compliant with the DOT. This is not 25%

of each workgroup, rather a cumulative 25%. Each department must be tested at similar percentages.

- Go Team Bloodborne Pathogen training occurred recently. In 2023, there will be a full blown Go Team drill so everyone can be comfortable with several new procedures.

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

Fatigue Risk Mitigation Meeting(s)

Fatigue Risk Mitigation Platform Meetings

Space SRM/Risk Assessment

California Crew Rest Verbiage Meeting

Report From:	Negotiating Committee (NT)
Submitted Report:	
<u>November 2022</u> Scheduled and Updated Mediation Meetings to Date • Nov 1-3 - o Parties met in Dallas at neutral location with Mediator - o Additional dates and locations confirmed through March 2023 December 7-8, Tampa December 13,14,15, New York January 10,11,12, San Antonio January 24,25,26, Dallas February 1,2,3, Fort Lauderdale February 28, March 1,2, New Orleans March 7,8,9, Dallas March 21,22,23, Nashville March 28,29,30, Atlanta NOTE: The parties will rotate sessions for purpose of location host/setup - o Mediator directed parties to minimize information shared externally to promote progress ▪ The parties are making some progress in areas w/facilitation from the mediator ▪ Created plan for next mediation session • Nov 29,30 & Dec 1 - o Will be held at neutral location in Dallas Negotiating Committee Business as of this Report • Meetings w/NT & Advisors to prepare for Mediation • NT attended the SWA Labor Earnings Report Meeting – Oct 27 • Coordinated w/MCO DEMB on Informational Picket event in MCO – Dec 16 • Worked w/Gentry on multiple communications and visuals • Prepare for Joint Brainstorm session w/EB • Negotiating Committee Communications - o Negotiations Update #59 – Nov 5 - o Member Experience Video “Is this the Luv Airline?” – Nov 8	

Report From:	New Hire
Submitted Report:	
Joe reports the last classes for 2022 will graduate on November 18, 2022. Over the course of the year, over 4,000 new Flight Attendants were hired and the plan for 2023 will be like 2022's. Joe would again like to thank Danny Modelo, Shelly Lefebvre, Jesssi Zimmerman, Trevor Mann, Waylon Ford, Liz Leapley, Edward Andrion, Jodi Nevant, Eileen Rodriguez, Jamaul Peacock, and the many Executive Board Members who stopped in over the year for the talk and/or dinners. Joe looks forward to the new year and providing more information and education to the new hires throughout their probationary period.	

Report From:	Professional Standards
Submitted Report:	
Professional Standards Activity Report For October 2022	
CRM	8
I.R. Filed	7
Internal Peer Support	7
Not Taken	3
Pilot Issue	2
Social Media	1
Unprofessional Behavior	6
Withdrawn	4
In Progress	1
Total	39
Positive Resolution	20
Negative Resolution	02
Unresolved*	14
Source:	
Phone	33
TWU Email Exchange	01
Pilot PS	01
Referral	04
Total Team Hours	45.5

***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	5
AUS	2
BWI	6
DAL	1
DEN	2
HOU	5
LAS	3
MCO	3
MDW	3
OAK	4
PHX	5

Report From:	Safety
Submitted Report:	
• Please see the attached November 2022 Executive Board Safety Team Report (located in the files section).	

Report From:	Satellite Base
Submitted Report:	
No new information to report	

Report From:	Scheduling
Submitted Report:	
<i>November Committee Report</i> <i>The number of line positions that a Flight Attendant could be awarded for the month of December increased by 267 line positions, from 11,304 in November to 11,571 in December. The Scheduling Committee left 0 positions in open time for the month of December prior to VR line building.</i> <i>The Committee for the month of December wrote an average of 86.25% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a increase in purity from November by 1.12% (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 89.1 TFP average work days were 12.82. 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 62.7% pure lines, 35.71% all weekend off and 5.56% lines containing 3-on/off or 48-hour breaks. The average lines paid 86.62 tfps.</i> <i>The FLL Satellite base had an average of 57.52% pure lines, 31.86% all weekend off and 9.73% lines containing 3-on/off or 48-hour breaks. The average line paid 88.45 tfps.</i> <i>The Line Writers for December Primaries were: Shelley Taylor, Lisa Trafton, Doreen Argyropoulos, Mark Torrez, and Xander Ricker.</i> <i>The Line Writers for December Secondary Lines were: Mark Torrez, Doreen Argyropoulos, Patrick Paladino, Shelley Taylor and Xander Ricker.</i> <i>The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i>	

Report From:	Scholarship
Submitted Report:	
No report.	

Report From:	Shop Steward
Submitted Report:	
Shop Steward Committee Report October 2022 The Shop Steward Committee continues to meet monthly with Grievance Leaders in regards to procedural matters that have an effect on Shop Stewards. On Oct 3, 2022 met with Alice Watkins & Kay Hogan to go over October month's schedule. Oct 5, 2022 Committee Video Conference. October 10, 2022 Committee Video Conference. Oct 12, 2022 Shop Steward Newsletter & had a virtual meeting with all the new Virtual Testers to train. (We added 10 Shop Stewards) Oct 13, 2022 met with the Grievance Committee to go over the pay virtual tester. Have sent breakdown sheets of all Meeting Leads & Notetakers to Marcy Vinyard for her to send in pay for meetings. (Melissa has done this at the end of each week) The Shop Steward Committee continued work on the Shop Steward Virtual Test Program, the program was extended to include more testers and include DEBM. Weekly debrief conference calls were held to provide input and feedback on ways to improve the program. Damion West and Drew Shy would like to thank Melissa Grube for her organization, dedication, and overall commitment to the shop steward virtual meeting test program. Melissa has worked closely with the Shop Stewards and Grievance Team and volunteered countless hours to ensure the success of this program. The Shop Steward Committee met to discuss future Shop Steward communication including: • Newsletter (Monthly) • Zoom Meetings (Monthly) • Conference Call (Monthly) Shop Steward Communication Newsletter Shop Steward Newsletter – September • Statistics and Trends • What information to give Probationary about Union Resources • Stay Informed with Union Updates to help members The Shop Steward Committee answered and responded to all calls and emails sent to the committee in a timely manner.	

Report From:	Survey
Submitted Report:	
VeAnne reports she was tasked with creating and sending out a Post Informational Picket Survey at the request of the Negotiating Team. As a result, the Annual Membership Survey has been pushed to be sent out in November.	

Report From:	Uniform
Submitted Report:	
The Uniform committee has held several meetings with management to address the ongoing issues regarding the current uniform program. We also held a special meeting on Nov 10th, 2022, with the Company's Liaisons, Tammi Fueling and Mike Sikes. In attendance were TWU 556 Representatives Gayle Middleton (BMAL & Grievance Chair) and Danny Modelo (BMAL & New Hire Committee Co-Chair), Kristen Loucks BMAL & Uniform Committee EB Liaison), Mel Powe-Tuzun (Uniform Committee Vice Chair), and Myself, Jamaul Peacock-Bowman (Uniform Committee Chairperson) to discuss the ongoing issues surrounding New Hires and our current membership. I've worked closely with the New Hire Committee to identify the specific issues surrounding New Hires regarding their uniform fitting experience and experiences in dealing with CINTAS. New hires are reporting that they have had a very unpleasant experience when dealing with Cintas during their fitting process. Some of these issues are, but not limited too, not receiving all their pieces before graduation, incomplete orders, delayed shipments, packages being lost and never recovered, returns, credits and payroll adjustment issues. We have also engaged with our membership to identify current issues and are currently working on gathering data to present at our next scheduled meeting. Some of the continued issues are shipment delays, back orders, the quality of uniforms, experience in dealing with Cintas, and a few others. We've asked that the company address these issues as they are ultimately responsible for the Uniform Program, as outlined in our Contract. We are aware of the sizing issues with the Female Dresses. Members have reported that, when receiving their dresses, the sizing isn't the same on exact or previous orders. We have asked that the company address this matter with CINTAS to identify what could be causing the sizing discrepancy. Please Note: If you've ordered multiple items of the same size and notice a sizing difference, please send a picture of the item along with your order number before you return/exchange it. As of now, the new uniform standards revision has not been released. We're hoping it'll be released before the end of the fourth quarter however, at this time, Management has not provided our Union with a timeline of when it will be sent out. We've seen an increase of New Hires experiencing delays in their payroll deductions adjustments being corrected, after returns or exchanges are made. I have worked with Tammi Fueling in getting these corrected as they are communicated. If anyone is experiencing this, please contact me at Uniforms@twu556.org.	

We've asked that CINTAS change the verbiage on returning "hemmed" items. For certain pieces, CINTAS requires them be hemmed and the FA should not be forced to order an item that they aren't able to return, should something be wrong, especially if it's at no fault of the flight attendant. Currently, there has not been a change however, if you experience this, please email the uniform committee for assistance.

Uniforms are a very hot topic right now. We are in the beginning stages of creating a very detailed TWU 556 Uniform Survey. We will use this data to take to management to support our flight attendants and hope to gain improvements with our uniform quality, ordering processes, and overall experience.

Report From:	WWC
Submitted Report:	
Transport Workers Union 556 Working Women Committee Renda Hobbs Marsh - Committee Chair Karla Braxton & Ashley Wilhelm - Vice Chairs OCTOBER 2022 ● Breast Cancer Awareness / Testicular Cancer Awareness Month ● PIN distributed via Maddie ● Shower Self-Exam Cards - FedEx to each DEBM ● Karla Braxton ○ Submitted Glass TWU 556 Lounge Case Documents as well as the Webpage, and Social Media presence. ● November 2022 to discuss - 90-Day Outlook / Budget ○ WWC 4QT Local 100 NYC - Brooklyn NY ○ December 2022 WWC Toy Drive ○ February 2023 – Black History ○ March 2023 – International Women's Day / Month	



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Safety Team Report

Michael Massoni – 1st Vice President & Operational Safety Chairperson

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

To: TWU Local 556 Executive Board
CC: Thom McDaniel, TWU International Vice President
Date: November 12, 2022
Re: November 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 - 86

ASAP Reports received 2022 Year-to-Date (as of 11/1/22):	2264
Accepted Reports Year-to-Date:	2107
Excluded Reports to date:	157
Acceptance Rate Year-to-Date:	93.07%
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:	14551

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 10/08/22 through 11/12/22 = 478
Emergencies Declared for Period = 26

2022 Year-to-Date = 4011
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: 10/08/22 through 11/12/22 = 21
 Reports in Queue = 6

Event Date	Base	FRMC Recommend	Base Decision	Final Disposition
10-31-2022	PHX	Non Paid – No Crew Member Report	Accepts	Non Paid – No Crew Member Report
10-29-2022	PHX	Non Paid - Nonoperational Cause	Declines	Paid - Operational Cause
10-29-2022	HOU	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-29-2022	MDW	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-29-2022	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-29-2022	HOU	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-26-2022	BWI	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-27-2022	DAL	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report

10-23-2022	PHX	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
10-22-2022	MDW	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-18-2022	BWI	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
10-17-2022	BWI	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause

10-16-2022	HOU	Paid – Operational Cause	Accepts	Paid – Operational Cause
10-16-2022	MDW	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-16-2022	PHX	Non Paid - No Crew Member Report	Accepts	Non Paid - Nonoperational Cause
10-13-2022	AUS	Paid - Operational Cause	Accepts	Non Paid - Operational Cause
10-12-2022	MDW	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause
10-12-2022	BWI	Non Paid - No Crew Member Report	Accepts	Non Paid - No Crew Member Report
10-08-2022	DEN	Non Paid - Nonoperational Cause	Accepts	Non Paid - Nonoperational Cause

10-09-2022	MDW	Paid - Operational Cause	Accepts	Paid - Operational Cause
10-09-2022	DEN	Paid - Operational Cause	Accepts	Paid - Operational Cause

Fatigue Reports received 2022 Year-to-Date:	452
Open Reports:	6
Paid – Operational Causation Year-to-Date:	260
Non-Paid – Operational Causation Year-to-Date:	5
Non-Paid – Non-Operational Causation Year-to-Date:	111
Non-Paid – No Crew Member Report Year-to-Date:	61
No Decision Necessary - Informational Only Year-to-Date:	9
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:	848

Most Current Hot Aircraft Event Reporting

Hot Aircraft Overview 10.31.2022 - 11.06.2022

Hot AC Total by City



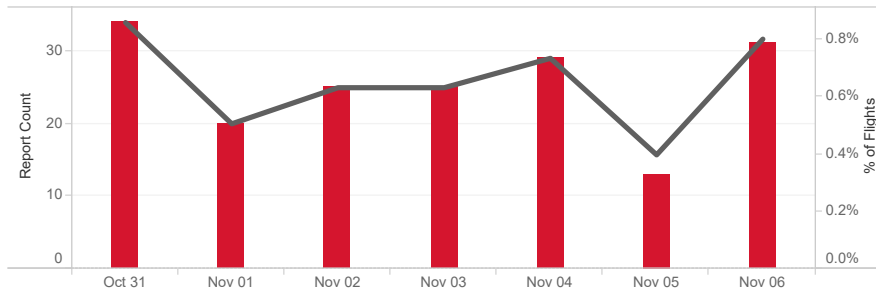
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	10/24/2022	10/31/2022	10/24/2022	10/31/2022
ACARS	153	173		13.07%
Inflight Form		4		
Grand Total	153	177		15.69%

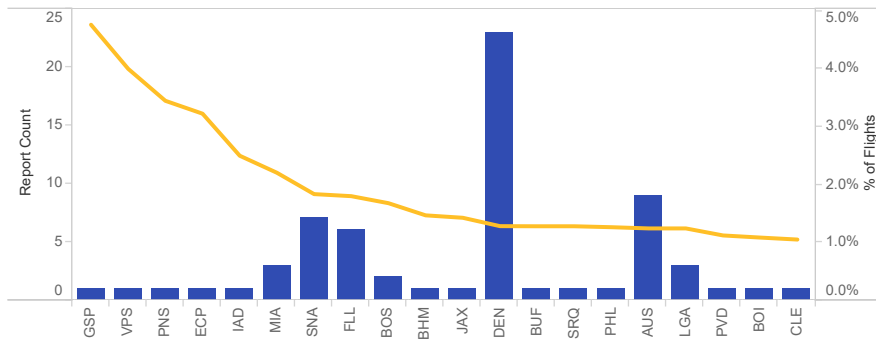
Year over Year Comparison

October	2021	704
	2022	708
November	2021	572
	2022	143

Daily Employee Report Submissions and % of Flights



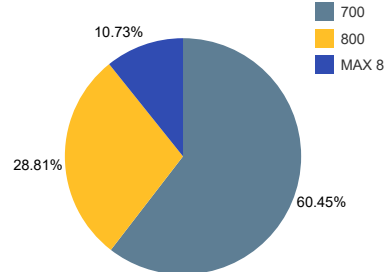
Stations - Top 20 Based on % of Flights



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	0.76%
800	51	0.83%
MAX 8	19	2.01%

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

'Hot' Aircraft and Gates

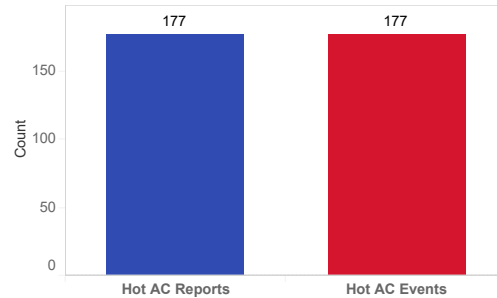
Aircraft with four or more reports

AC Number	
922	4
955	4
8519	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.

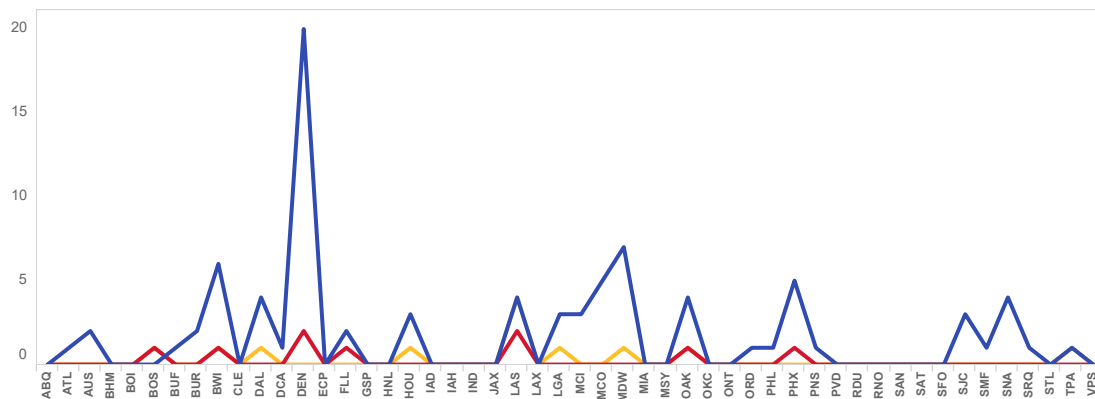


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	10/24/2022	10/31/2022
% Air Not Connected	47.71%	49.71%
% Ops Agent Not Present	11.11%	5.20%
% Ramp Agent Not Available	10.46%	6.94%

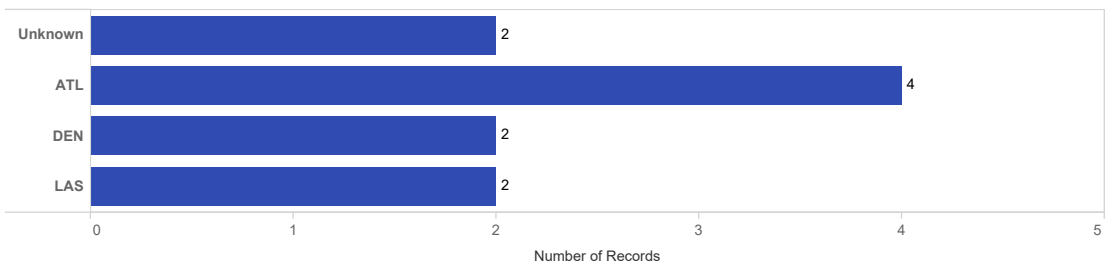


Good Job ACARS

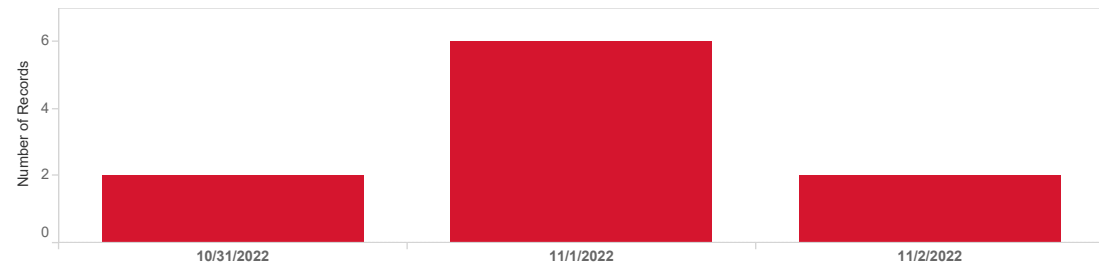
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 10/31/22 to 11/06/22

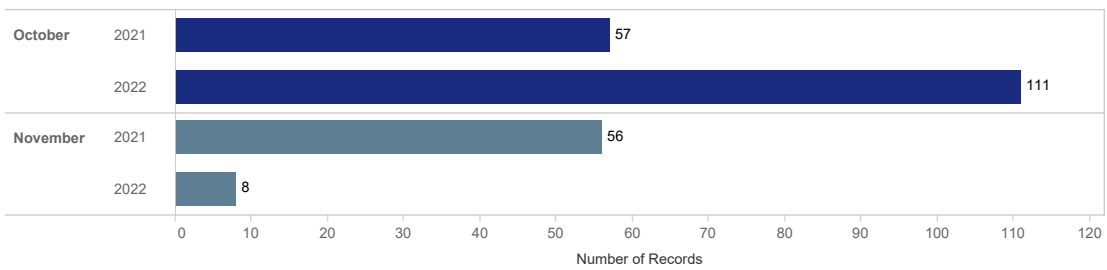
Pax Complaints by Originating City



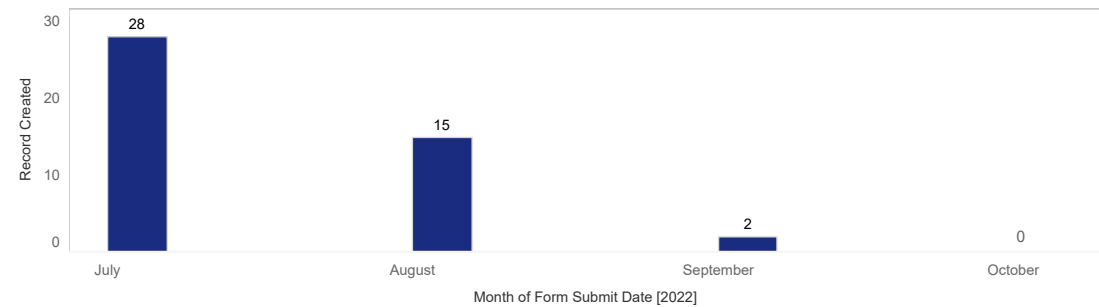
Pax Complaints by day



Year over Year Customer Complaints



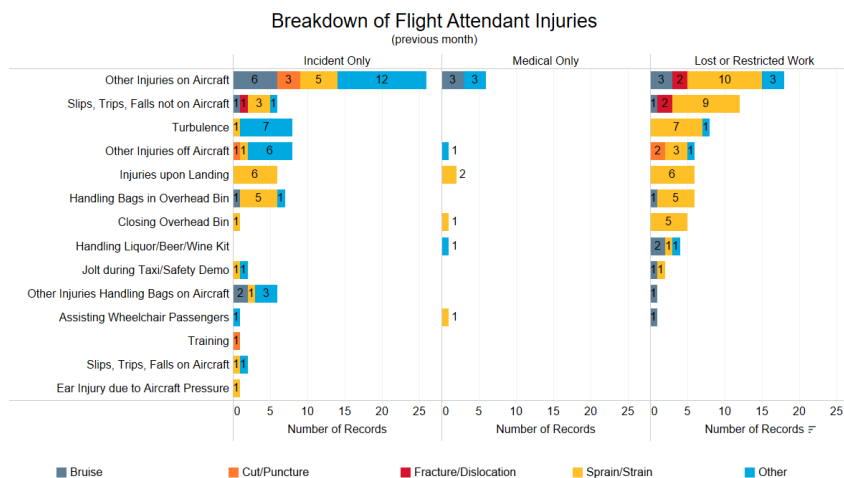
Monthly Inflight LINK Report Submissions | 3 Month Lookback



Current Flight Attendant Injury Analysis:

Breakdown of Flight Attendant Injuries (September 2022)

Injury causes resulting in the most lost time include: turbulence and slips, trips, and falls while not on the aircraft

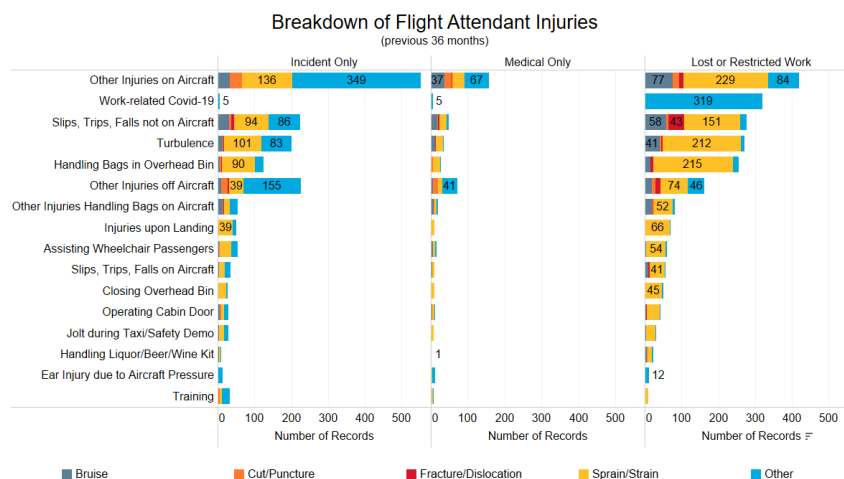


Key Facts:

- While the largest number of injuries are those classified as "Other" injuries, analysis has focused on those for which more meaningful classifications are available
- The most common injury causes seen in September are very similar to those seen over the past 36 months, as shown on the following slide
- It is worth noting, however, that there were no work-related COVID-19 diagnoses for the month, in spite of that being a major driver over recent history (since 2020)

Breakdown of Flight Attendant Injuries (Previous 36 Months)

Injury causes most likely to lead to lost time include: turbulence, handling bags in overhead bins, slips, trips, and falls while not on the aircraft, and Covid-19

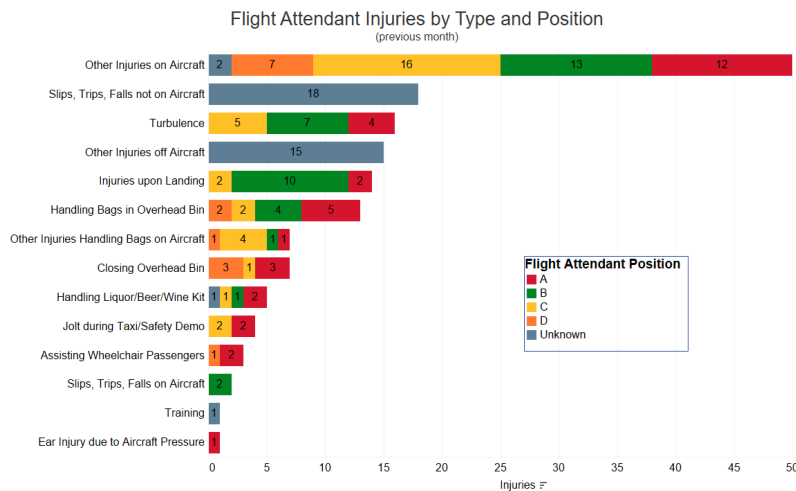


Key Facts:

- While the largest number of injuries are those classified as "Other" injuries, analysis has focused on those for which more meaningful classifications are available
- While work-related COVID-19 illnesses have been a significant driver since early 2020, it is worth noting that these have been trending down, and are absent in the current month

Breakdown of Flight Attendant Injuries by Type and Position (September 2022)

Flight Attendants working the 'B' position were more likely to be injured in turbulence or upon landing

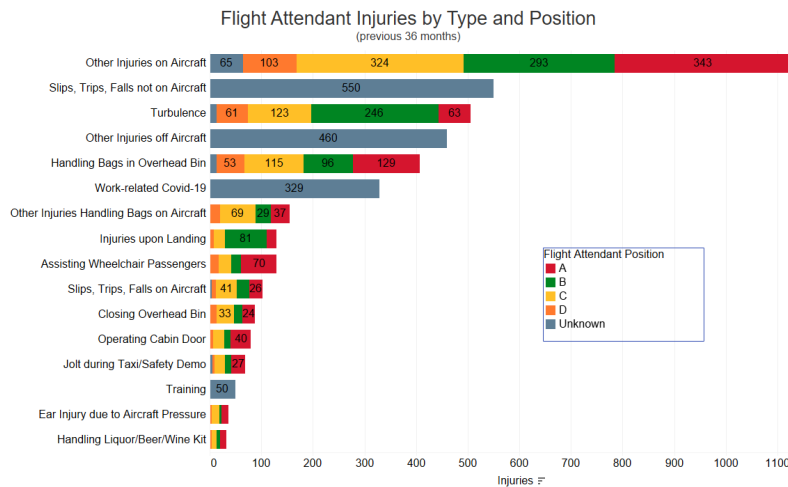


Key Facts:

- 44% of turbulence injuries involved 'B' flight attendants
- 71% of injuries upon landing involved 'B' flight attendants
- 67% of injuries while assisting wheelchair passengers involved 'A' flight attendants

Breakdown of Flight Attendant Injuries by Type and Position (36 Months)

Consistent with monthly performance, 'B' Flight Attendants have historically been more likely to be injured in turbulence or upon landing

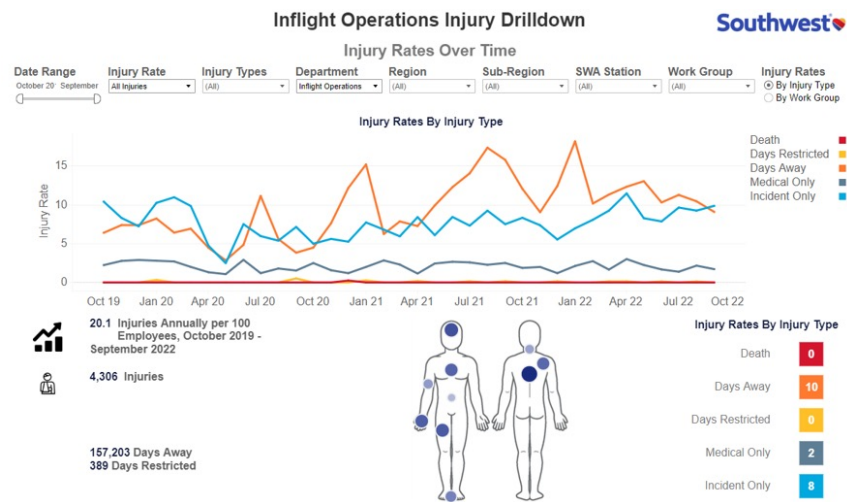


Key Facts:

- 49% of turbulence injuries involved 'B' flight attendants
- 63% of injuries upon landing involved 'B' flight attendants
- 54% of injuries while assisting wheelchair passengers involved 'A' flight attendants

Injury Rate over Time by Type

The rate of Days Away injuries has been trending upward slightly over the past three years

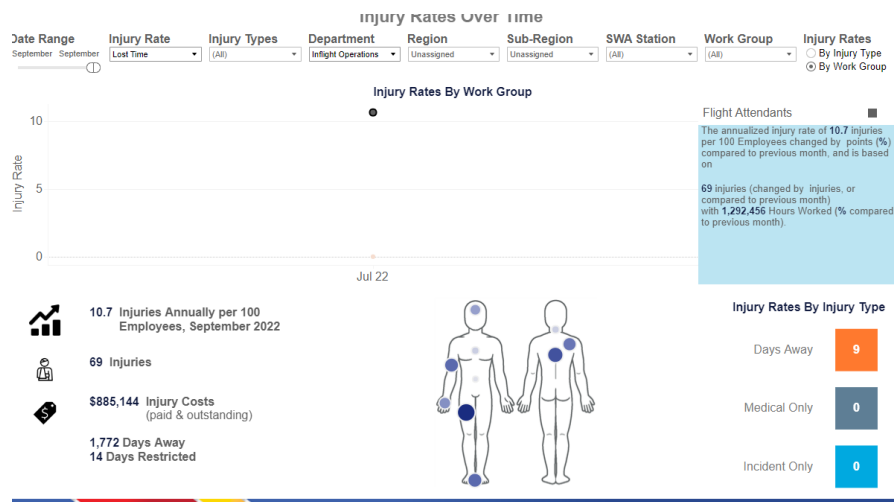


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Source: Injury Drilldown: Time Line - Tableau Server (swacorp.com)

Southwest

Lost Time Injury Rate for September



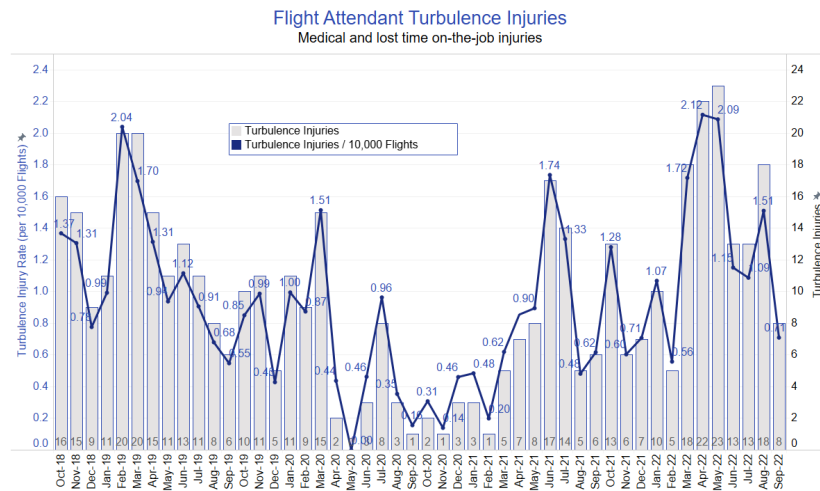
Page 6
Proprietary & Confidential

Source: Injury Drilldown: Time Line - Tableau Server (swacorp.com)

Southwest

Flight Attendant Turbulence Injuries

Though turbulence injuries were down during the pandemic, they are trending back to historical rates



Key Facts:

- Injury rates are in units of injuries per 10,000 flights
- Includes flight attendant injuries resulting from all types of turbulence:
 - Clear air
 - Mountain wave
 - Convective
 - Wake vortex
- Excludes "Incident Only" injuries (did not require medical attention beyond first aid and did not result in lost time or restricted duty)
- Excludes burns from spilled hot beverages

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Source: IF Injuries: Injury Breakdown - Tableau Server (swacorp.com)

Southwest

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

Open Discussion Items:

Flight Attendant Injury Analysis replacing Occupational Injury Data

Scheduled and Standing Meetings:

- November 17 and December 1, 8, 2022 – Safety and Regulatory Compliance Teams Meeting with Steve Murtoff, Chase Magness and Dominick Renteria
- November 23, 30 and December 7, 2022 – Top 5 Catch-up Teleconference
- November 23, 30 and December 7, 2022 – Executive Board Touch Base
- November 16, 2022 – Pairing Generation / Line Building (SWA Wings 4-32)
- November 15 – 17, 2022 - Executive Boards
- November 11, 2022 – Assault Won't Fly Leafletting PHX
- November 8, 2022 – Crew Break Policy Document Final Draft Preparation