



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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DECEMBER 2022 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
Pamila attended the TWU International Working Women's Committee Meeting (WWCM) November 29 - December 2, in Brooklyn, New York. The WWCM Meeting was facilitated by TWU International Civil and Human Rights Director Shirley Duff and hosted by TWU Local 100 & 101. Also In attendance; TWU Local 556 Working Women's Committee (WWC) Chairperson Renda Hobbs Marsh (DAL), WWC Vice Chairperson's Karla Braxton (ATL) and Ashley Wilhelm (OAK) and Shop Steward's Latonia Paul Benoit (HOU) and Addie Crisp (LAS). WWCM Agenda included: -Pregnant Workers Fairness Act and Women in Non-traditional workplaces. -CPR Presentation and Certification. -Panel discussion on Mental Health. -Civic Engagement - Toy Drive for local charities. -Book Club Review - Set Boundaries, Find Peace: A Guide to Reclaiming Yourself. -Get your affairs in order - How to avoid probate. Guest Speakers in attendance: -TWU President John Samuelson -Vice President TWU Local 514 Marla Johnson. -Attorney General for the State of New York Letitia James. -New York State Assemblymember, 84th District Amanda Septimo -Supervising Attorney and Policy Council of the Employment Practice at Brooklyn Defender Services, Jade Morrison. -Jen Way Lee, M.S. ED. Adv Cert. MHC-LP. -Coalition of Labor Union Women Member / Union Activist , Lynn-Marie Smith.	

Report From:	CISM
Submitted Report:	
We handled a total of 143 events We spoke to 297 Flight Attendants Aircraft Incident 1 Assault 2 Crew Member Harassment 1 Crew Member Illness 1 Death on Board 1 Debriefing - Team Member 4 Declared Emergency/Prep Cabin 1 FADAP Team Referral 1 FA Death 1 FA Death - Calls Related to 1 FA Death of Family Member 10 FA Illness 3 FA Injury 4 Illness of Family Member/Caregiver Stress 1 Incident on RON 1 Mechanical 5 Natural Disaster 1 New Class Presentation 4 Other 4 Passenger Medical 47 Passenger Misconduct 11 Peer Support 6 Personal Issue 24 Sexual Harassment or Assault 1 Suicide Attempt of a Family Member 1 Suicide of a Family Member 1 Termination/Fact Finding 2 Turbulence 3 Total Events- 143 FAs Assisted - 297	

Report From:	Communications
Submitted Report:	
Communications: Co-Chairpersons Ashley Breuer and Drew Shy Reports: November Communication Emails Sent • Catching Up With Local 556 - November 30, 2022 • 2022 Annual Membership Survey • Reminder to take the 2022 TWU Local 556 Annual Survey • Please RSVP for the December 16 MCO Informational Pickets • Reminder: RSVP for the December 16 MCO Informational Pickets • President's Thanksgiving Message 2022 • Education - TWU Local 556 Education Committee Top 5 FAQs Reschedules • Education - Junior Available (JA) - Most Frequently Asked Questions (FAQs) • Negotiating Committee - It's been 4 years – and today is the day. • Negotiating Committee - Negotiating Committee Update #59 • Negotiating Committee - Amisha asks: Is this the 'LUV' airline? • Negotiating Committee - This single dad is fighting to tuck his kids in at night. Make It Right! • Shop Steward Newsletter • Shop Steward Newsletter Special Edition • DEN E-Connection • BWI E-Connection • LAS 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 • Met with Sprout Social to discuss enhancing social media presence • Ashley and Drew have continued with the “Catching Up with Local 556” Newsletter. Publication #15 was sent out on November 30. 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. Ashely 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.

- Voting Graphic
- Daylight Savings Time Graphic
- Veterans Day Graphic - courtesy of the TWU Local 556 Veterans Committee
- Thanksgiving Graphic

Publications:

Vice-Chairperson Mikita Johnson reports:

- No report submitted

Videography:

Vice-Chairperson John Long reports:

- No report submitted

Report From:	Education
Submitted Report:	
The Education Committee met for a Strategic Planning Session in Oakland on November 4-6. The primary focus was to discuss the Education Committee Team, New Hire Presentation content brainstorming and coordinating with other Committees, the calendar for 101/201 and FAQs. In addition to this, the Education Committee held Strategic Planning calls on November 16 and 21. Co-Chairperson Angie Kilbourne made posts in the Official Group and the Education Committee page for the PIN Thanksgiving Day and Friday after Black Out Date reminder and Welcome to BWI Update. She coordinated the uploading of FAQ documents to the Education Committee page on the website as well as the App for the following FAQs: Holiday 2021, Overlap 201, PIN, Reschedule, Reserve, Reserve (Probationary), Vacation 201 and VJA. She also created PIN Black Out Dates, First three bid period reminder and Pay Dates for 2023. The Education Committee sent two email blasts to the Membership in November: Reschedule (November 2) and Junior Available (JA) (November 18). Discussions were had with DEBMs about creating "Welcome to" packets for Atlanta and Houston. The Welcome to BWI packet was also updated with new DEBM information, and was updated on the webpage and app. Co-Chairperson Amanda Gauger continues to research No Show and Failure to Report trends within the Probationary Flight Attendants including November numbers, as well as those who contact the Union for assistance when being called in for a meeting with Management. In addition, trends that she sees while answering phone calls and chats for the Grievance Team helps to guide the Education Committee in its efforts to educate our Members, especially our newest Members. In addition to work for the Education Committee, Co-Chairperson Angie Kilbourne created graphics for the CISM Committee, both poster sized and Facebook-sized graphics. She also created a half-flyer with essential resources at the request of Chairperson Eileen Rodriguez. She also created graphics for the Veteran's Committee (poster, Facebook, Instagram and Twitter sized graphics) per the request of Chairperson Danette Foster, and social media graphics for the Uniform Committee Survey per the request of Chairperson Jamaul Peacock. The Education Committee answered emails, private messages, phone calls, and social media questions from Members on a daily basis throughout November.	

Report From:	FADAP
Submitted Report:	
The chair of the team Tom Spillers: worked October 31st-November 20th and 27th-December 1st. He continues to attend weekly meetings with Tom Crabtree, CISM, and PS. Greer Steinke, East Coast Coordinator worked November 20th-26th chair-on-duty. McArthur Stidom assisted when needed. Team total hours worked week on call in November: 70hrs Jodi Nevant attended two of the New Hire TWU 556 Local Union classes and dinners in October. Mike Sims and Tom Crabtree held a meeting with the FADAP Team, 22 members of the team attended. McArthur Stidom and Rhonda Tumlinson each did FADAP 101 base presentations in DEN and HOU.	

Report From:	FLOC
Submitted Report:	
November 18th - conference call	

Report From:	Grievance
Submitted Report:	
<i>December 2022 Grievance Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> <i>276 total grievances:</i> 29 terminations 38 group grievances 36 non-term disciplinary 52 Attendance 121 individual contract <i>Total Contract Grievances on file: 159</i> <i>Total Discipline Grievances on file: 117</i> <u>Settled and Withdrawn Report:</u> In November, forty-four grievances were settled; of those five were settled at the Step 2 level, twenty-six while preparing for Executive Board review, eleven at the SWA Preliminary decision stage, one at a Fact-Finding and one at a grievance monthly Labor meeting. Eighteen grievances were withdrawn without prejudice, and two grievances resulted in awards in arbitration for the Company. Of the fifty-two Attendance grievances, sixteen are No-Shows, three Unable to Contact, nineteen Failure to Report, six Sick Leave 1, seven No-Show Training, and one MBL. The thirty-six non-term disciplinary grievances consist of: twenty-three written warnings, one final written warning, three three-day suspensions, one six-day suspension, seven thirty-day suspensions, and one under the “other” category. <u>Fact-Finding Meetings:</u> Seventy-one fact-finding meetings were held in the bases, in November 2022. We are continuing to see several cases of Unprofessional Conduct, Class 1.17 (Not being within 2 hours on Reserve), and Probationary Performance. We have also seen an increase in Dishonesty, Harassment, Social Media violations, and Drug and Alcohol cases. <u>Chat Apps</u> 1,483 chat app messages received the month of November. <u>Board of Adjustments:</u> FA-January 26, 2023	

Arbitration Schedule:

Group: ESCP: Held on April 28-29, 2022, *Company Award*

FA-Term-Day Two held November 2, 2022. *Briefs being written.*

Arbitration-Proceeding on Their Own:

FA: Written Warning Class 2.13

FA: D&A Termination

FA: Policy violation-FWW & 30-day for Class 2.10

Upcoming Grievance Meeting: The Union and Management have agreed to a Labor meeting to be held January 19, 2023, to discuss December 2022 and January 2023 grievances.

Report From:	MOBORG
Submitted Report:	
The Mobilizing and Organizing committee met several times throughout the month. We adjusted our 2023 MOB/ORG planning based on our recently approved budget for the new fiscal year. We also reconvened to place our 2023 goals on the calendar and confirmed our Mobilization plan. For November we launched a campaign for all based to do a Make It Right swag campaign to coordinate with the NT at the table for mediation from November 29-December 1st. We coordinated the distribution of items during November Boards. We are launching our 2023 initiatives and expanding our plans for Member outreach to grow the committee in January.	

Report From:	Negotiating Committee (NT)
Submitted Report:	
<u>Mediation Sessions</u> • November 1- 3, 2022, in Dallas • November 29- December 1, 2022, in Dallas • December 7-8, 2022, in Tampa, Florida • December 13-15, 2022, in New York. <i>The mediator requested we meet in neutral locations to enhance discussions among parties by eliminating distractions. Meetings through March are held in various locations. The TWU Local 556 Negotiating Committee has found it fruitful to meet at locations outside the Union office and Southwest headquarters. When meetings are in Dallas, they are scheduled offsite.</i> While in mediation, the Negotiating Committee may often be unable to share certain information. Mediators often request confidentiality be maintained among the parties. <u>Membership Planning and Public Relations</u> • Make It Right share your story emails published every Tuesday • President message on Social Media platforms "Southwest Airlines is rewarding its shareholders once again while flight attendants have been waiting more than four years for a raise." • Orlando picket planned December 16 <i>This report is intended to supplement Negotiating Committee Updates; for further information, please go to TWULocal556.org or MAKEITRIGHTSWA.org for the most up-to-date information and session updates.</i>	

Report From:	New Hire
Submitted Report:	
The first two weeks of November closed us out with New Hire Talks and Dinners. A small group NHC members met at the TWU Offices to prep the much needed New Hire folders. Ended our year off with a small NHC Holiday dinner. Thank you for your work and dedication!	

Report From:	Professional Standards																																																						
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Professional Standards Activity Report For November 2022 <table> <tbody> <tr> <td>Company Policy</td> <td>4</td> </tr> <tr> <td>CRM</td> <td>11</td> </tr> <tr> <td>I.R. Filed</td> <td>8</td> </tr> <tr> <td>Internal Peer Support</td> <td>3</td> </tr> <tr> <td>Not Taken</td> <td>4</td> </tr> <tr> <td>Pilot Issue</td> <td>1</td> </tr> <tr> <td>Unprofessional Behavior</td> <td>5</td> </tr> <tr> <td>Withdrawn</td> <td>2</td> </tr> <tr> <td>Total</td> <td>38</td> </tr> <tr> <td>Positive Resolution</td> <td>19</td> </tr> <tr> <td>Unresolved*</td> <td>19</td> </tr> <tr> <td colspan="2">Source:</td> </tr> <tr> <td>Phone</td> <td>31</td> </tr> <tr> <td>TWU Email Exchange</td> <td>2</td> </tr> <tr> <td>Pilot PS</td> <td>5</td> </tr> <tr> <td colspan="2"> *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. </td> </tr> <tr> <td colspan="2">Base Information</td> </tr> <tr> <td>BWI</td> <td>5</td> </tr> <tr> <td>DAL</td> <td>5</td> </tr> <tr> <td>DEN</td> <td>3</td> </tr> <tr> <td>HOU</td> <td>3</td> </tr> <tr> <td>LAS</td> <td>4</td> </tr> <tr> <td>MCO</td> <td>2</td> </tr> <tr> <td>MDW</td> <td>5</td> </tr> <tr> <td>OAK</td> <td>3</td> </tr> <tr> <td>PHX</td> <td>1</td> </tr> <tr> <td>Pilot PS</td> <td>5</td> </tr> </tbody> </table>		Company Policy	4	CRM	11	I.R. Filed	8	Internal Peer Support	3	Not Taken	4	Pilot Issue	1	Unprofessional Behavior	5	Withdrawn	2	Total	38	Positive Resolution	19	Unresolved*	19	Source:		Phone	31	TWU Email Exchange	2	Pilot PS	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		BWI	5	DAL	5	DEN	3	HOU	3	LAS	4	MCO	2	MDW	5	OAK	3	PHX	1	Pilot PS	5
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Report From:	Scheduling
Submitted Report:	
December Committee Report <i>The number of line positions that a Flight Attendant could be awarded for the month of January increased by 161 line positions, from 11,571 in December to 11,732 in January. The Scheduling Committee left 0 positions in open time for the month of January prior to VR line building.</i> <i>The Committee for the month of January wrote an average of 76.91% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a decrease in purity from December by 9.34% (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 82.74 TFP average work days were 12.20. 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 80.16% pure lines, 80.16% all weekend off and 8.73% lines containing 3-on/off or 48-hour breaks. The average lines paid 85.95 tfps.</i> <i>The FLL Satellite base had an average of 66.67% pure lines, 32.46% all weekend off and 13.16% lines containing 3-on/off or 48-hour breaks. The average line paid 87.85 tfps.</i> The Line Writers for January Primaries were: Shelley Taylor, Patrick Paladino, Doreen Argyropoulos, Mark Torrez, and Xander Ricker. The Line Writers for January Secondary Lines were: Mark Torrez, Doreen Argyropoulos, Patrick Paladino, Lisa Trafton and Xander Ricker. <i>The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i> November 9th Mark Torrez and Xander Ricker had an operations update meeting with Southwest Airlines. This meeting included Lindy Johnston, Gayle Middleton, Lyn Montgomery, Cetta Larabee, and Gretchen Stone. November 10th Mark Torrez, Xander Ricker, Liz Howayeck, Brandon Hillhouse and Lyn Montgomery met with Meggan Jones, Mike Sims and Ann Oh to discuss the New Hire agreement moving forward. November 16th the Executive Board, the Negotiating Team, Brandon Hillhouse and Xander Ricker met with Mike Sims, Sonya Lacore, Liny Johnston, Duke Jeffcoats, and Ann Oh for a DPOS presentation as well as an update on our workforce for 2023.	

Report From:	Scholarship
Submitted Report:	
November 2022 Scholarship Report During the month on November, Scholarship Chairperson Genesis DaVoy created a communication that was sent out to the Members regarding a scholarship opportunity for our Members dependents that attend high school in Texas.	

Report From:	Shop Steward
Submitted Report:	
Committee Report Shop Steward Committee Report November 2022 The Shop Steward Committee continues to meet monthly with Grievance Leaders in regards to procedural matters that have an effect on Shop Stewards. Put together a proposal for Virtual Meetings to be presented to the Executive Board for approval during the November board meeting. Virtual Test Program approved by the Executive Board , continue to work with Grievance Team for full implementation Nov 2, 2022 Debrief with Virtual Testers Nov 3, 2022 Shop Steward Committee Meeting Nov 4, 2022 Met with Grievance Team Nov 23, 2022 Shop Steward Committee Nov 30, 2022 Shop Steward Committee meet to go over roll out of approved Virtual Meeting Program. Dec 1, 2022 Virtual Meeting with DEBM, Grievance, all testers to go over approved Virtual Meeting Program Melissa continued to send calendars of availability to Alice and Kay for scheduling purposes for meetings. Calendars are broken down on a weekly basis. Also sends an end of week meeting breakdown list to Marcy for Meeting Leads/ Notetakers pay. Drew continues to coordinate with Technical Services on full implementation of the Virtual Test Program. The Shop Steward Committee met to discuss future Shop Steward communication including: • Newsletter • Held Weekly Catch Up Call with Co chairpersons • Conference Call (Monthly) • Melissa continues to meet wit Fact Finding Meeting Schedulers/Coordinators to ensure coverage of meeting requests 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 sent out the 2022 Annual Membership Survey. VeAnne also reports she assisted the Uniform Committee in creating a Uniform Survey.	

Report From:	Uniform
Submitted Report:	
On Dec 6, 2022, the Uniform Committee met with Tammi Fueling, the company's liaison, to recap this year's meetings and progress. On December 8th, the Company (Southwest Airlines) announced that the New Fit Male Blazer will be available for Pre Order beginning January 2023. The ship date is scheduled for April 2023 (subject to change). Although this year we were faced with unprecedented challenges, we have been able to identify many specific pain points affecting our flight attendants and have developed solutions for our membership. We ask that if anyone is experiencing quality issues, delays in processing orders, missing shipments, payroll deduction issues, etc. to email Cintas Customer Service (Customerservice@cintas.com) and CC the Uniform Committee (Uniforms@twu556.org). Please be sure to include the order number in the subject line. The Uniform Committee is scheduled to release a Uniform Survey in January 2023. Once the release dates are set, more information will be communicated to the membership.	

Report From:	Veterans
Submitted Report:	
Danette Y. Foster, Chairperson TWU Local 556 reports she is on Medical Leave of Absence through at least January 10, 2023. In November, with the help of Local 556 members the Veterans Committee posted on social media platforms for Local 556 a tribute to Veterans with a special thank you and recognition to their own veterans. Additionally, members of Local 556 are still supporting Stars For Our Troops. Wayne Tipton, Vice-chairperson will attend the International Conference in Los Angeles December 5-8, 2022. Danette and Wayne have recently received new contact information for an employee at Southwest Airlines to help the company put into place similar travel accommodations for Southwest employees' children who chose to join the military just as members children who attend college are allowed to fly at deeply discounted or complimentary rates. This is something they have been working on since their term started and they are committed to seeing this come to fruition. They also received new instruction on how to obtain Company military pins that were distributed a few years ago; they are awaiting a reply from that correspondence. The Veterans Committee continues to honor and support Active Duty Personnel, Veterans and their Families.	

Report From:	WWC
Submitted Report:	
Renda Hobbs Marsh TWU 556 Board Member at Large (BMAL) TWU 556 Grievance Staff Filer TWU 556 WWC Committee Chairperson DECEMBER 2022 Board Meeting (reflects November 2022 activities) TWU International Working Women's Quarterly Meeting ● November 29, 2022 - December 2, 2022 - Brooklyn New York. ○ CHRC - participated - Pamila Forte Oak ■ Guest - Addie Crisp - LAS ○ Report being provided in January 2023. ● End-of-Year Email to Committee ○ Budget ○ 2023 Plans / Activities (Year of the Rabbit) ○ TWU International Co-Sponsorship of Quarterly Meeting with 555 Working Women (Presidents Approval Pending) ■ Budgeted ○ 2023 Calendar Highlights ○ Unity and Webpage submissions ○ 2023 Brainstorming ■ January - MLK - WWC & CHRC ■ February ■ March ■ October Grievance Staff duties - Monday - Friday 9 AM - 6 PM CST ❖ TWU 556 Call Center ❖ Weekly Wednesday Staff Meetings ❖ Additional duties as assigned ❖ Discipline / Contract Research for Step 2 Hearings ❖ Packet Construction for EB presentations ❖ Prep for Step 2 Hearings and EB Hearings ○ Step 2 Hearings with Inflight Labor Relations General Counsel ○ Merit Hearing Executive Board Presentations (Termination Hearings)	