



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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Dallas, TX 75247
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JANUARY 2023 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
Pamila made a donation to the Local 100/101 toy drive on behalf of CHRC at the Working Women's Committee Meeting held in Brooklyn, New York. CHRC worked on Human Trafficking Awareness Month and Dr. Martin Luther King Jr. Day literature and articles for January. Pamila would like to thank Education Committee Co-Chairperson Angie Kilbourne for creating the Union Glass Case Posters for January 2023. CHRC prepared for the Dr. Martin Luther King Jr. weekend to be held in Houston and Washington DC, January 13-16 2023.	

Report From:	CISM
Submitted Report:	
The CISM Team responded to 213 events and spoke to 496 Flight Attendants INFLIGHT INCIDENT SUMMARY - December 2022 Aborted Takeoff/Landing 1 Assault 2 Carryover 3 Crew Member Harassment 1 Crew Member Illness 2 Death on Board 2 Debriefing - Team Member 2 FADAP Team Referral 1 FA Death 3 FA Death - Calls Related to 4 FA Death of Family Member 5 FA Illness 3 FA Injury 2 FA Involved in Incident - Off Duty 1 Illness of Family Member/Caregiver Stress 1 Incident on RON 2 Lightning Strike 1 Mechanical 9 Passenger Medical 61 Passenger Misconduct 19 Personal Issue 39 Suicide Attempt/Intervention 1 Storm Elliott 39 Termination/Fact Finding 2 Turbulence 4 Van Accident (RON) 3 Total Events worked 213 FAs Assisted 496	

Report From:		Communications	
Submitted Report:			
Communications: Co-Chairpersons Ashley Breuer and Drew Shy Reports:			
December Communication Emails Sent			
Subject	Send Date	Emails Sent	Emails Delivered
Welcome to MCO/FLL	12/1/22	49	49
Happy Holidays from your TWU Local 556 Education Committee!	12/1/22	17338	17305
Status of Known Crewmember (KCM)	12/2/22	17331	17297
TWU Local 556 Negotiating Committee Update #60	12/2/22	17331	17296
2022 December MCO & FLL E-Connection	12/3/22	1508	1505
2022 December HOU AUS E-Connection	12/3/22	1768	1761
2022 December LAS E-Connection	12/3/22	1624	1620
2022 December BWI E-Connection	12/5/22	1769	1765
2022 December OAK E-Connection	12/6/22	1130	1125
2022 December PHX E-Connection	12/6/22	1658	1658
Does 'LUV' mean Flight Attendants out in the cold? Make It Right!	12/6/22	17324	17294
Article 32: Attendance Policy – A Deeper Dive	12/12/22	17302	17277
TWU Local 556 Negotiating Committee Update #61	12/13/22	17300	17273
MCO Picket Reminder	12/13/22	55	55
Executive Board Update	12/13/22	17300	17273
Grievance Team Reminders	12/19/22	17300	17146
TWU Local 556 Negotiating Committee Update #62	12/20/22	17290	17205
Legal Notice	12/20/22	17289	17261
2022 December LAX E-Connection	12/21/22	980	977
Winter Storm Elliott	12/21/22	17284	17258
Winter Storm Elliott #2	12/22/22	17283	17257
Winter Storm Elliott Presidential Update	12/23/22	17278	17257
Winter Storm Elliott #3	12/23/22	17276	17177
Winter Storm Elliott #4	12/24/22	17277	17257
Winter Storm Elliott #5	12/26/22	17280	17259
Winter Storm Elliott #6	12/27/22	17282	17258

Shop Steward Newsletter - Special Edition - Elliott	12/27/22	235	234	1	158
Presidential Update	12/28/22	17277	17157	120	9308
Operational Update - Post Winter Storm Elliot Recovery	12/28/22	17274	17253	21	9403
Zoom Registration - Operational Update	12/29/22	17273	17255	18	8008
Zoom Webinar Registration	12/29/22	17275	17254	21	8320
		375335	374412	923	190423

- 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
- Christmas Graphic
- Hannukah Graphic
- Kwanzaa Graphic

Publications:

Vice-Chairperson Mikita Johnson reports:

- December found the Publications team hard at work finishing up the next issue of Unity Magazine. The original publication date was set for December 9; however, the team wanted to include photos from the MCO picket that was rescheduled for December 16. We also received feedback on content that requires further editing. The holiday schedule and the operational challenges from the winter storm pushed back our publication deadline to early/mid-January.

Videography:

Vice-Chairperson John Long reports:

- No report submitted

Report From:	COPE
Submitted Report:	
Bryan Orozco reported that Lyn and Bryan had a COPE meeting on the 9th over zoom. They came up with the direction for the committee. Lyn asked Bryan coordinate a zoom meeting on the 27th with all members that participate within our local COPE committee. Lyn attended a TWU Int. airline division meeting about the FAA reauthorization bill and that Thom Mcdaniel will be working on a "Flight Attendant Bill of Rights." The TWU Int. gave a "save the date" for the TWU COPE conference for July 9-12. Lyn also advised that Bryan needs to meet with Matt and Zac to be briefed on all legislations concerning our local.	

Report From:	Education
Submitted Report:	
The Education Committee sent two email blasts to the Membership in December. The Holiday 2022 email was sent to the Membership on December 1, and the Contract 201: Article 32 Attendance Policy was sent on December 12. Posts were made to the Official TWU Local 556 Facebook Group and the Education page: First Quarter Bid Month Reminder, Zoom 1 Cliff Notes and Zoom 2 Cliff Notes. Frequently Asked Questions Documents for JA and Holiday 2022 were uploaded to the TWU 556 Website and App. The Education Committee met in Dallas December 16-18 with the Communications Committee to film footage for a New Hire Video and Strategic Planning. Member Erich Schwenk conducted the filming. The Committees discussed utilizing various social media platforms to educate the Membership. In addition to the New Hire video, a series of posters will be hung up at the New Hire Dinners with important information our newest Members will need. Co-Chairperson, Angie Kilbourne created the series covering: TWU Local 556 Contact info, Who to Call, What App to Use, Important Resources, Education Committee Resources and Confidential information. In addition to New Hire Committee work, the Education Committee continued to develop the Education Team plan. Co-Chairperson Amanda Gauger created a Manual for the Team Training, covering Contractual information, Work Rule and Expectation information, Resources, etc. Co-Chairperson Angie Kilbourne wrote three emails to send out to potential Team Members: Interest in the Team, Interview for the Team and Training. She also communicated with Members Heather Kelly-Gray and Courtney Davis about their interest in assisting with this project. During Winter Storm Elliott, the Education Committee worked with the Communications Committee Co-Chairperson Drew Shy to create and edit the series of email updates to the Membership as well as the Shop Steward Newsletter-Special Edition. Co-Chairperson Angie Kilbourne created and updated graphics to illustrate the IROPs situations (Stranded as a Lineholder, Stranded on Reserve, RPT bar, etc). She also attended both Zoomcasts and provided bullet point posting on Social Media of the important information from the Zoomcasts. Co-Chairperson Amanda Gauger continues to pull data for New Hire UTC, NS and FTRs and compare those numbers to the Membership as a whole, to see where deficiencies are in the information the New Hires receive in Initial Training and how the Education Committee can help reduce these Probationary Occurrences. Throughout the month, and especially the Winter Storm Elliott meltdown, Members of the Committee answered texts, phone calls, emails and private messages from our Members. In addition to the Education Committee, Co-Chairperson Angie Kilbourne coordinated with Civil and Human Rights Chairperson, Pamela Forte-Oak about her committee's needs for 2023. She also created a full graphics suite for Human Trafficking-Super Bowl 2023.	

Report From:	FADAP
Submitted Report:	
The Chair of the team Tom Spillers: worked December 1-25th and attended weekly meetings with Tom Crabtree, CISM, and Professional Standards. McArthur Stidom West Coast Coordinator worked December 25th-31st - on - duty. Greer Steinke assisted when needed. Team total hours worked Week on Call in November: 74 hrs. 22 members of the team attended a zoom meeting with Mike Sims and Tom Crabtree going over how things are going with the company and how our team can help.	

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

Report From:	Grievance
Submitted Report:	
<i>January 2023 Grievance Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> 281 total grievances: 25 terminations 37 group grievances 42 non-term disciplinary 56 Attendance 121 individual contract <i>Total Contract Grievances on file: 158</i> <i>Total Discipline Grievances on file: 123</i> <u>Settled and Withdrawn Report:</u> In December, thirty-one grievances were settled; of those thirteen were settled at the Step 2 level, six while preparing for Executive Board review, four at the SWA Preliminary decision stage, and eight at a grievance monthly Labor meeting. Twenty-seven grievances were withdrawn without prejudice, four grievances expired, and one Member released the Union. Of the fifty-six Attendance grievances, sixteen are No-Shows, three Unable to Contact, twenty-two Failure to Report, six Sick Leave 1, eight No-Show Training, and one MBL. The forty-two non-term disciplinary grievances consist of: twenty-eight written warnings, two final written warnings, three three-day suspensions, eight thirty-day suspensions, and one under the “other” category. <u>Fact-Finding Meetings:</u> Fifty fact-finding meetings were held in the bases, in December 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> 3,761 chat app messages received the month of December. <u>Board of Adjustments:</u> FA-January 26, 2023. <i>Settled.</i> <u>Arbitration Schedule:</u> FA-Term-Day Two held November 2, 2022. <i>Briefs Submitted.</i>	

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

Virtual Q&A

Gayle participated in a virtual Q&A for Members on December 30th.

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:	Health
Submitted Report:	
Health Report - January Executive Board Meeting <u>ASAP</u> The date for all ASAP groups to move to Corporate Safety is now January 2023. 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 will be meeting more than once per week until we can get caught up. To date we have over 400 reports to be worked in the queue. We still have a temporary ASAP Manager and she will remain in place until the program moves to Corporate Safety. ASAP Reports received 2023 Year-to-Date (as of 1/6/23): 2922 Accepted Reports Year-to-Date: 2473 Total Reports Received in 2022: 2922 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: 17234 <u>Event Notification System</u> We continue to receive and act on Event Notification System (ENS) emails. • 2023 61 • 2022 4,717 • 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. The recent events at Southwest has caused an increase in Fatigue reporting.

Fatigue Reports received 2022 Year-to-Date: 612

Open Reports: 6

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: 1103

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 so if a Member tests positive for COVID it will be treated as a sick call. If a Member tests positive on a trip, they will most likely be expected to quarantine but it will be at the cost of the Member and the time off would be paid from sick leave.
- 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 testing all has shown it takes less weight to close the new bins even though they are bigger..
- In February we are expecting Go Team Bloodborne Pathogen training. In

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**

Report From:	LODO
Submitted Report:	
See files for report	

Report From:	Negotiating Committee (NT)
Submitted Report:	
Please see files for report.	

Report From:	Other
Submitted Report:	
Over the last several months, numerous concerns have been brought to the RAC by our membership. We continue to hear about the unpreparedness of our newest members. Member Amanda Gauger completed research regarding probationary No Show and Failure to Report numbers from June 2022 through November 2022. Compared to the overall Membership for this time period: Probationary No Shows accounted for 20% of all No Shows. Probationary FTR's accounted for 44% of all the FTR's. After the Meltdown cases are resolve, she will be requesting tapes for Probationaries who either UTC'd or FTR'd on their first trip or Reserve Asssingment(s).	

Report From:	Professional Standards
Submitted Report:	
December 2022 Activity Report Category: Company Policy 1 CRM 7 I.R. Filed 4 Internal Peer Support 2 Not Taken 4 Social Media 1 Unprofessional Behavior 4 Withdrawn 3 In Progress 2 Total 28 Resolution: Positive 14 Unresolved 12 In Progress 02 Source: Phone 23 TWU Email 02 Pilot PS 03 Base: BWI 4 DAL 1 DEN 2 HOU 4 LAS 2 LAX 1 MCO 3 MDW 5 OAK 2 PHX 1 PILOT PS 3	

Report From:	Safety
Submitted Report:	
• Please see the attached January 2023 Executive Board Safety Team Report (located in the files section).	

Report From:	Satellite Base
Submitted Report:	
See Files	

Report From:	Scheduling
Submitted Report:	
January Committee Report <i>The number of line positions that a Flight Attendant could be awarded for the month of February decreased by 479 line positions, 11,732 in January to 11,253 in February. The Scheduling Committee left 0 positions in open time for the month of February prior to VR line building.</i> <i>The Committee for the month of January wrote an average of 74.34% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a decrease in purity from January by 2.6% (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 81.57 TFP average work days were 11.96. 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 74.19% pure lines, 44.35% all weekend off and 6.45% lines containing 3-on/off or 48-hour breaks. The average lines paid 89.22 tfps.</i> <i>The FLL Satellite base had an average of 69.30% pure lines, 36.84% all weekend off and 17.54% lines containing 3-on/off or 48-hour breaks. The average line paid 88.58 tfps.</i> The Line Writers for February Primaries were: Shelley Taylor, Patrick Paladino, Lisa Trafton, Mark Torrez, and Xander Ricker. The Line Writers for February Secondary Lines were: 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>	

Report From:	Scholarship
Submitted Report:	
No report.	

Report From:	Shop Steward
Submitted Report:	
Shop Steward Committee Report December 2022 The Shop Steward Committee continues to meet monthly with Grievance Leaders in regards to procedural matters that have an effect on Shop Stewards Dec 1, 2023 Shop Steward Overview- Virtual Dec 9, 2022 Meeting with Drew Shy, Grievance Team Virtual Meetings Update Dec 29, 2022 Made January Availability Calendar/ Sent payroll for Meeting Leads 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. The Shop Steward Committee met to discuss future Shop Steward communication including: • Newsletter (Monthly) • Zoom Meetings (Monthly) • Conference Call (Monthly) 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 collaborated with the Uniform Committee on surveys.	

Report From:	Veterans
Submitted Report:	
Danette Y. Foster, Chairperson TWU Local 556 Veterans Committee reports that her Medical Leave of Absence has been extended beyond January 10, 2023. Danette submits that she has received correspondence on how to obtain Company pins and will go through the process first before distributing the information to the Membership. Wayne Tipton, Vice-chairperson attended the International Conference in Los Angeles December 5-8, 2022. Wayne is the now serving as Co-Chair alongside new International Veterans Committee Member Sheena Belton of Local 555 (Operations Agent in Fort Lauderdale) on the Communications Sub-Committee. Wayne is also registered to participate in the Bataan Memorial Death March in March 2023 along with other members from International .The Bataan Memorial Death March is to honor the tens of thousands of American and Filipino soldiers who were surrendered to Japanese forces and forced to march more than sixty miles in the scorching heat through the Philippine jungles; thousands died and those who survived faced the hardships of Prisoner of War camps. A charity component for Veterans will be included with participation in this event. Danette and Wayne state that Local 556 will be hosting the Fourth Quarter International Veterans Committee Conference in December 2023. 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 December 2022 activities) TWU International Working Women's Quarterly Meeting ● November 29, 2022 - December 2, 2022 - Brooklyn New York. ○ CHRC - participated - Pamela Forte Oak ■ Guest Addie Crisp ○ The report was to be provided in January 2023 - SWAmageddon IV	

January 2023 Executive Board Report for Satellite Base Test

Satellite Base Metrics were provided to the Union for September 2022-November 2022.

September 2022

- Satellite Bases have maintained lower commuter percentages than Non-Satellite Bases over at least the last 25 months.
- Although pulls in Satellite Bases were lower than the prior 4 months, they are elevated compared to historical levels.
- In SEP22 Satellite Bases retained the least amount of their original flight positions when compared to Non-Satellite Bases.
- Satellite Bases continue to out-perform Non-Satellite Bases in terms of the percent of sick calls < 4 hours to report time.
- All Bases were down year-over-year for Average Sick Days in September.
- All Bases are at 5-year highs relative to the prior 4 years in terms of Average Sick Days year-to-date.

October 2022

- Satellite Bases have maintained lower commuter percentages than Non-Satellite Bases over at least the last 26 months.
- Although pulls in Satellite Bases were lower than the prior 8 months, they are elevated compared to historical levels.
- In OCT22, Satellite Bases retained the least amount of their original flight positions when compared to Non-Satellite Bases.
- Satellite Bases continue to out-perform Non-Satellite Bases in terms of the percent of sick calls < 4 hours to report time.
- FLL & Non-Satellite Bases were down year-over-year for Average Sick Days in October while AUS was at a 5-year high.
- All Bases are at 5-year highs relative to the prior 4 years in terms of Average Sick Days year-to-date.

November 2022

- Satellite Bases have maintained lower commuter percentages than Non-Satellite Bases over at least the last 27 months.

- Though elevated compared to historic levels, NOV22 saw the lowest total of Satellite Pulls since the ExTO return in JUN21.
- In NOV22, Satellite Bases retained the least amount of their original flight positions when compared to Non-Satellite Bases.
- Satellite Bases continue to out-perform Non-Satellite Bases in terms of the percent of sick calls < 4 hours to report time.
- In NOV22, AUS & FLL were down slightly year-over-year on Avg. Sick Days. Non-Satellite Bases were down 0.4 days YoY.
- AUS & FLL are at 5-year highs on Avg. Sick Days YTD. The NOV22 data brought non-Satellite bases to down slightly YoY.

January 2023

Mediation Sessions scheduled in January:

- January 10-12, in San Antonio
- January 24-26, in Dallas

Negotiating Committee Business as of this Report

- Meeting w/Gentry PR – Jan 5, 2023
- Negotiating Committee Communications
 - Negotiations Update #62 – Dec 21, 2022
 - Negotiations Update #61 – Dec 13, 2022
 - Make It Right share your story – Dec 7, 2022
 - Negotiations Update #60 – Dec 4, 2022

December 2022

Mediation Sessions held to date:

- November 1- 3, in Dallas
- November 29-30 & December 1, in Dallas
- December 7-8, in Tampa, Florida
- December 13-15, in New York.

The mediator requested we meet in neutral locations to enhance discussions among the parties by eliminating distractions. Meetings through March 2023 will be 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.

While in mediation, the Negotiating Committee may often be unable to share certain information. Mediators often request confidentiality be maintained among the parties.

Membership Planning and Public Relations

- 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
- Twitter and Instagram were utilized to gain public support for Southwest Flight Attendants' plight during the December 2022 Meltdown. The Make It Right SWA campaign has been bolstered by members of the public and highlighted the need for Southwest to deliver a contract. Responses were sent to customers to increase public support.
- President Montgomery, 1st Vice President Massoni and 2nd Vice President Corliss King spoke to numerous media outlets, including CNN, FOX, MSNBC, FOX Business, NBC, ABC, Reuters, NPR, and more. The national attention ensured the flying public

Negotiating Committee Report for January 2023

understood the issue was about outdated systems and technology, not staffing or Southwest Flight Attendants.

- The TWU Local 556 Negotiating Committee will bring the meltdown's impact and associated issues to the table.

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.



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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: January 7, 2023
Re: January 2023 EB Safety Team Report

Currently the Safety Team has the following open and/or resolved action items:

Aviation Safety Action Program (ASAP) – Open and/or Reports in queue as of 12/31/22 – 435

Aviation Safety Action Program (ASAP) – Open and/or Reports in queue 01/01/23 to 01/06/23 - 29

ASAP Reports received 2022 Year-to-Date (as of 12/31/22):	2922
ASAP Reports received 2023 Year-to-Date (as of 01/06/23):	33
Accepted Reports Year-to-Date (as of 12/31/22):	2473
Accepted Reports Year-to-Date (as of 01/06/23):	4
Excluded Reports to date (as of 12/31/22):	14
Excluded Reports to date (as of 01/06/23):	0
Acceptance Rate Year-to-Date (12/31/22):	99.52%
Acceptance Rate Year-to-Date (01/06/23):	100%
Open Reports:	464

Total Reports Received in 2022:	2922
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 over the Life of Program:	17234

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 11/12/22 through 12/31/22 = 706

Fielded Events for Period: 01/01/23 through 01/06/23 = 61

Emergencies Declared for Period 11/12/22 through 12/31/22 = 41

Emergencies Declared for Period 01/01/23 through 01/06/23 = 5

2023 Year-to-Date = 61

All of 2022 = 4717

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*

*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: 11/12/22 through 12/31/22 = 160

Reports Received for Period: 01/01/23 through 01/06/23 = 0

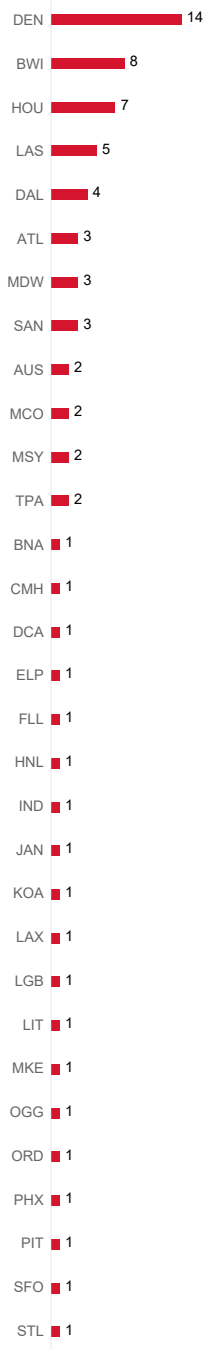
Reports in Queue = 138

Fatigue Reports received 2022 Year-to-Date:	612
Fatigue Reports received 2023 Year-to-Date:	0
Open Reports:	6
Paid – Operational Causation Year-to-Date:	271
Non-Paid – Operational Causation Year-to-Date:	5
Non-Paid – Non-Operational Causation Year-to-Date:	121
Non-Paid – No Crew Member Report Year-to-Date:	67
No Decision Necessary - Informational Only Year-to-Date:	4
Fatigue Reports received all of 2022:	612
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:	1103

Most Current Hot Aircraft Event Reporting

Hot Aircraft Overview 12.26.2022 - 01.01.2023

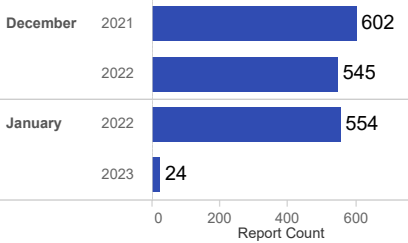
Hot AC Total by City



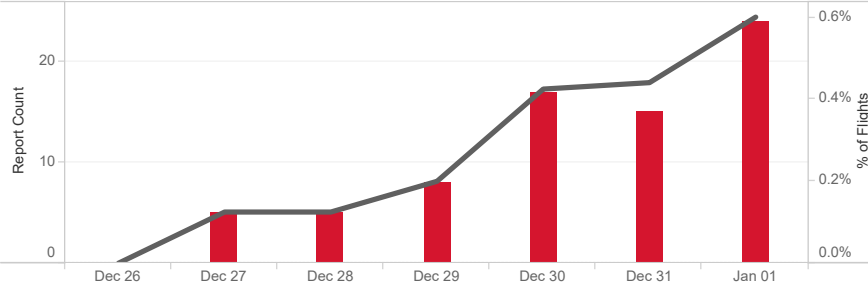
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	12/19/2022	12/26/2022	12/19/2022	12/26/2022
ACARS	129	74	-42.64%	
IF SOPI	1		-100.00%	
Inflight Form	1		-100.00%	
Grand Total	131	74	-43.51%	

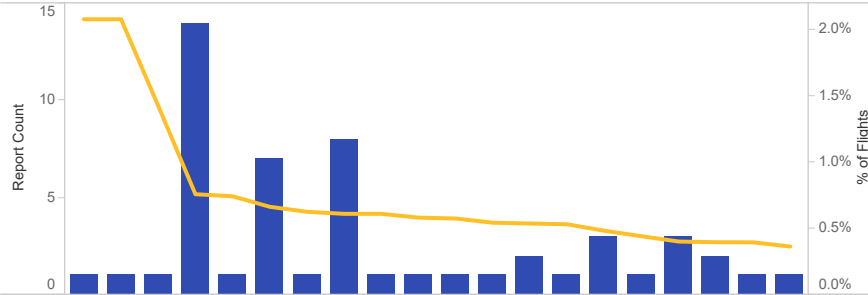
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



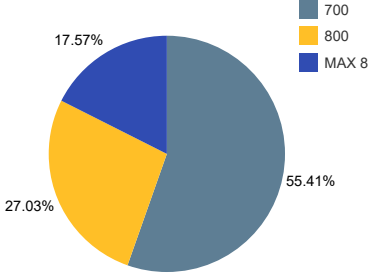
Stations - Top 20 Based on % of Flights



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	41	0.54%
800	20	0.47%
MAX 8	13	1.60%

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

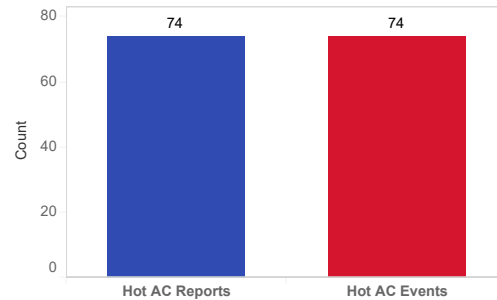
'Hot' Aircraft and Gates

Aircraft with four or more reports

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.

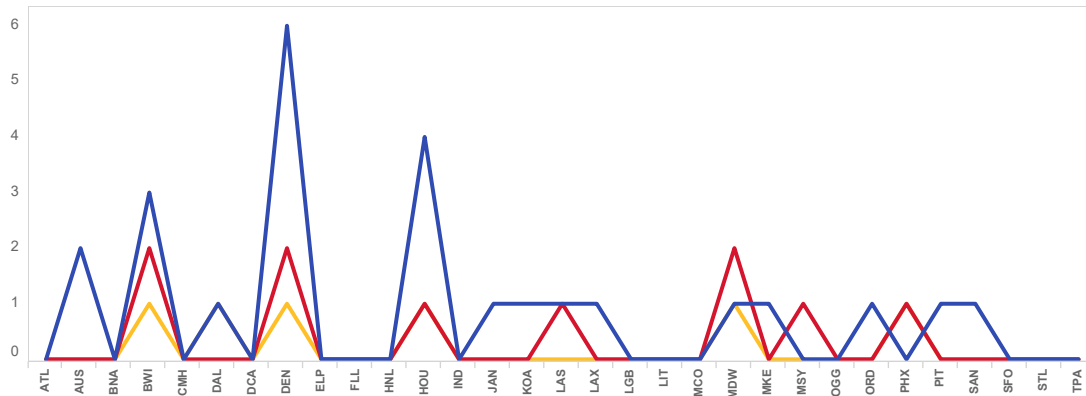


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	12/19/2022	12/26/2022
% Air Not Connected	41.86%	33.78%
% Ops Agent Not Present	10.85%	13.51%
% Ramp Agent Not Available	17.83%	8.11%

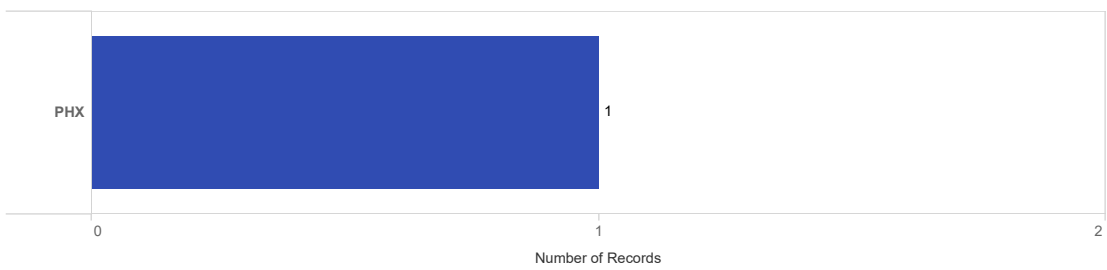


Good Job ACARS

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 12/26/22 to 01/01/23

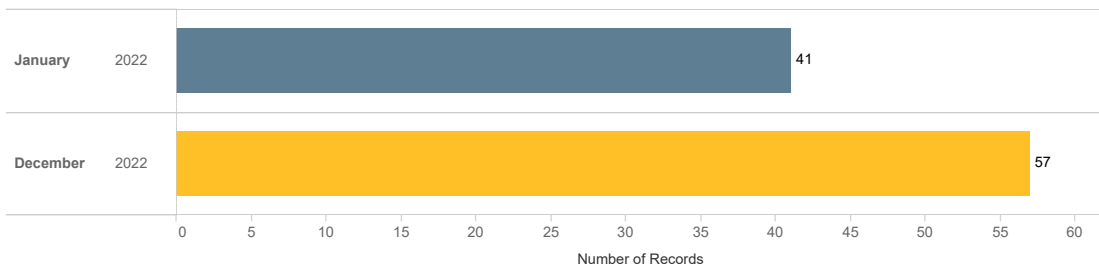
Pax Complaints by Originating City



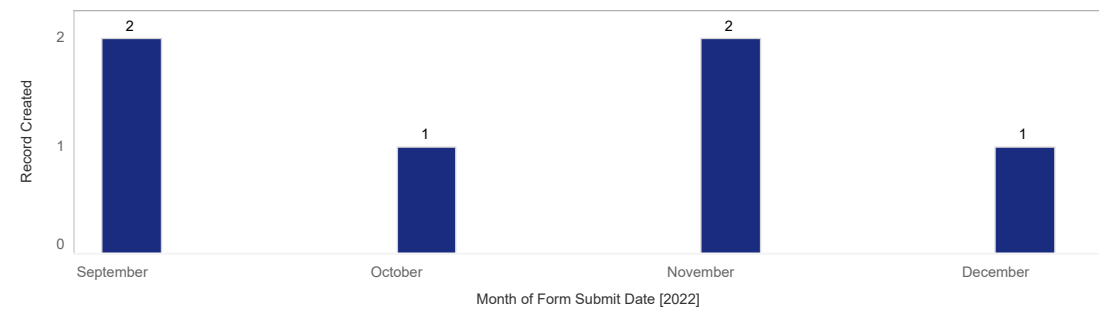
Pax Complaints by day



Year over Year Customer Complaints



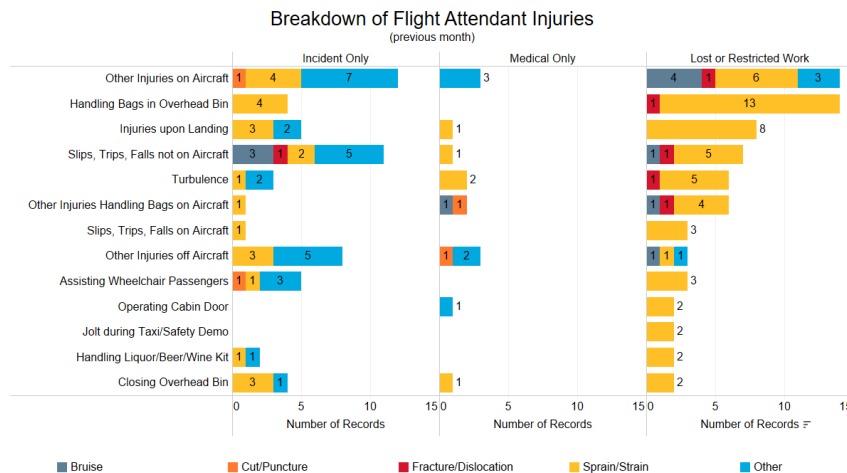
Monthly Inflight LINK Report Submissions | 3 Month Lookback



Current Flight Attendant Injury Analysis:

Breakdown of Flight Attendant Injuries (November 2022)

Injury causes resulting in the most lost time include: handling bags in overhead bins, firm landings, and slips, trips, and falls while not on the aircraft

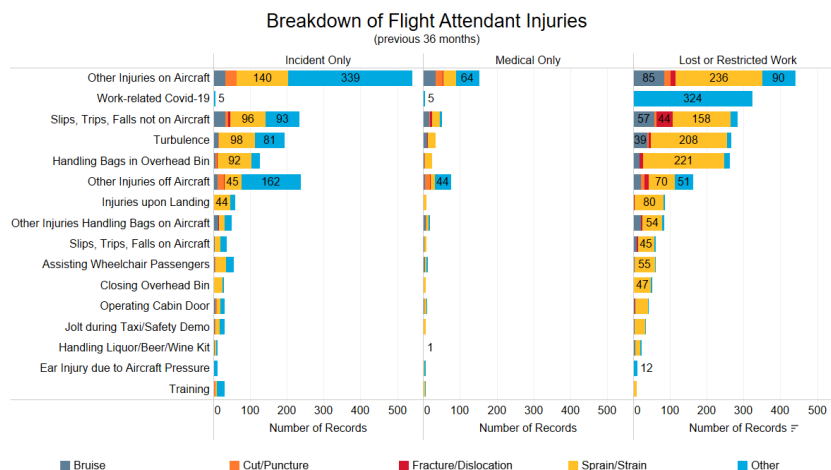


Key Facts:

- While the largest number of injuries are those classified as "Other" injuries, analysis has focused on those for which more meaningful classifications are available
- Lost-time injuries while handling bags in overhead bins increased from 5 in October to 14 in November.
- Lost-time injuries upon landing remained at eight in both October and November.
- Lost-time injuries from slips, trips, and falls not on the aircraft also remained constant with 7 in both October and November.
- Lost-time injuries due to turbulence also remained constant at 6 in both October and November

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

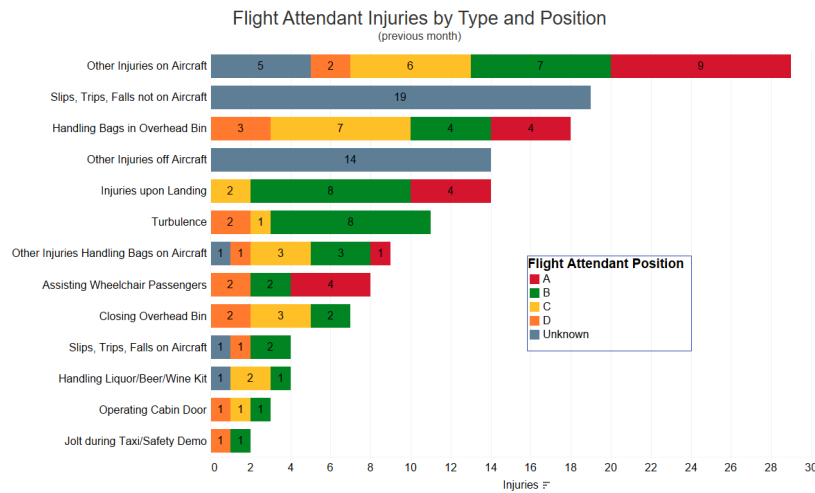


Key Facts:

- 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 most recent month

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

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



Key Facts:

- Most injuries upon landing, as well as turbulence injuries, involved flight attendants at the "B" position
- "C" position flight attendants were disproportionately represented in injuries while handling bags in overhead bins

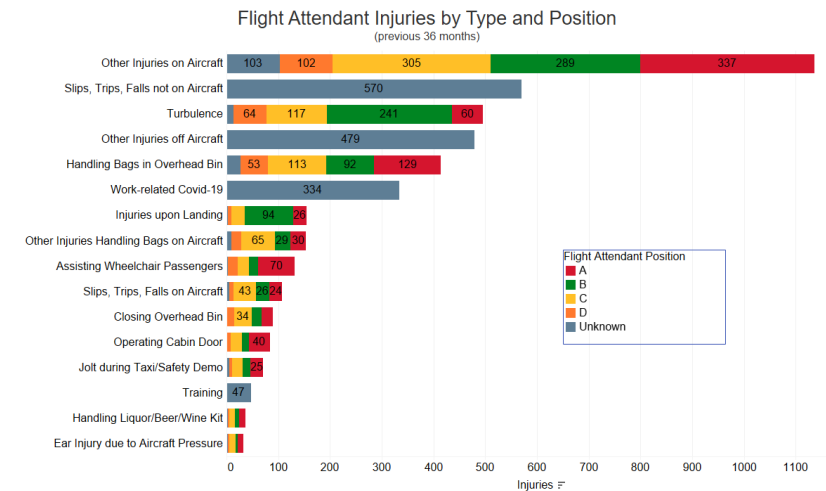
Page 4
Proprietary & Confidential

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

Southwest

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
- 62% of injuries upon landing involved 'B' Flight Attendants
- 53% of injuries while assisting wheelchair passengers involved 'A' Flight Attendants

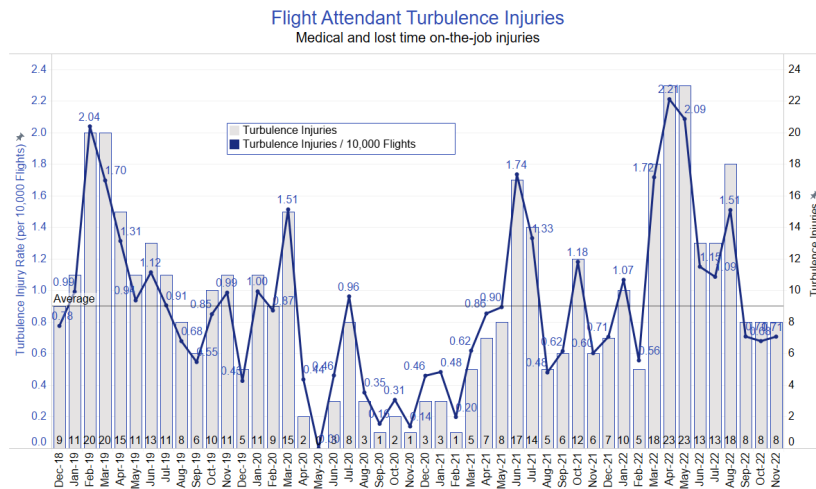
Page 5
Proprietary & Confidential

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

Southwest

Flight Attendant Turbulence Injuries

The turbulence injury rate in November was below the 48 month average



Page 6
Proprietary & Confidential

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

Southwest

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)
- The turbulence injury rate in November was 0.71 injuries per 10,000 flights which is lower than the 48 month average of 0.90 injuries per 10,000 flights

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

Open Discussion Items:

TSA KCM UPS Rates and Policy Infractions

Scheduled and Standing Meetings:

- December 15, 22, 29, 2022 & January 3, 10, 2023– Safety and Regulatory Compliance Teams Meeting with Steve Murtoff, Chase Magness and Dominick Renteria
- December 7, 14, 21, 28, 2022 – Top 5 Catch-up Teleconference
- December 7, 14, 21, 28, 2022 – Executive Board Touch Base
- November 16, 2022 – Pairing Generation / Line Building (SWA Wings 4-32)
- January 10 – 11, 2023 - Executive Boards
- December 16, 2022 – TSA KCM Discussion with TSA/DHS/FAA & Other Labor Union Safety and Security Representatives
- December 16, 2022 – Crew Break LOA Meeting

LODO Subcommittee report
January 5, 2023
~LaShaye Hutchinson

The LODO committee met on two separate dates 11.18.2022 and 12.06.2022. The first meeting was called on 11.18.2022, this meeting included a smaller group of LODO committee members for SWA and TWU 556.

11.18.2022- Meeting attendees (Brandon Hillhouse, Gayle Middleton, LaShaye Hutchinson, Rachel Loudermilk, Stacie Arce, Lindy Johnston, and Angela Walker

- The VP and Manager of Inflight Tech Product did a presentation to further discuss the advancement of the needed technology within the LODO program. They presented quality of Life changes along with timeline on when technology could be developed and implemented.
- The touch points that were discussed and recommended for considerations are:
 1. Revise the LODO Trading and Open Time rules to allow more flexibility in the system, including a configurable LODO Max Pairing allotment by base
 2. Add LODO bidding to the Bidding & Awarding Processes in EBS
 3. Add a second LODO Position in the "D" position on 800 A/C's.
 4. Create a field in CWA for CMs to add their designated LODO city/location to enable reporting capabilities for Scheduling
 5. Continue with current LODO Qualified Reserve process
- See attached presentation for details of the recommendation from Southwest Airlines Technology team.

12.06.2022- Scheduled Quarterly Meeting. Meeting attendees (Brandon Hillhouse, Gayle Middleton, LaShaye Hutchinson, Claudio Adams, Gisella Alvarez, Duke ? , Kevin Clark, Rachel Loudermilk, Stacie Arce, Lindy Johnston, and Angela Walker.

- This meeting was a continuing to make the presentation to the entire LODO Subcommittee
- Other topics discussed in the quarterly meeting, was concerning LODO hiring. There are more LODOs than available flying. The reason is because, they have to account for those who do not BID LODO and the lines go unbid. It more an insurance policy.
- They are hoping if we can make some of the proposed changes to the program it will make the program more attractive for LODOs to remain or BID.
- The company announced there are no new LODO cities being released at this time.
- The TWU Team and the SWA team will schedule follow-up discussions to develop a new letter of agreement, once we agree on which changes, we would like to move forward to implement. Both parties agree to come up with an agree upon dates to implement.

- Both parties will calendar sync to come up with dates we can meet to discuss moving forward. The TWU Team would like to have something to present to the EB for March 2023.