



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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FEBRUARY 2023 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
The Civil and Human Rights Committee (CHRC) and the Working Women's Committee attended the Dr. Martin Luther King Jr. Civil and Human Rights Conference in Washington D.C. and Houston, Texas January 13-16, 2023. There were many keynote speakers and guests in attendance. Keynote speakers included: Liz Schuler, President AFL-CIO Fred Redmond, Secretary-Treasurer AFL-CIO Muriel Bowser, Mayor Washington, D.C. Karen Bass, Mayor of Los Angeles, former U.S. House of Representatives Yvonne Wheeler, President Los Angeles County Federation of Labor Nicole Schwartz, Executive Director TradesFutures The Honorable Bennie Thompson, U.S. Representative for Mississippi Tony Clark, Executive Director, Major League Baseball Players Association Members of Starbucks Workers United Young Workers from Amazon Reverend Dr. Willie Dwayne Francois III Performance - Howard Gospel Choir of Howard University Yanira Merino, Labor Council for Latin America Advancement (LCLAA) More than 700 union members from across the country were in attendance. TWU Local 556 members attended breakout sessions, general plenary sessions, Young Worker events community service, Awards Banquet and Interfaith Worship Service. TWU local 556 members attended community service with Miriam's Kitchen. Miriam's Kitchen is an organization with a mission to end chronic and veteran homelessness. Community service included providing personal toiletries, snacks, and making hand-made fleece double layer tie throw blankets. Pamila would like to thank everyone who attended the conference to celebrate and honor Dr. King's life and legacy. CHRC provided literature for Human Trafficking Awareness leading up to the Super Bowl which will be held in Arizona, February 12, 2023. CHRC published an article for Black History Month recognizing Members of TWU Local 556.	

Report From:		Communications
Submitted Report:		
Communications: Co-Chairpersons Ashley Breuer and Drew Shy Reports: January Communication Emails Sent		
Subject		Send
December 30 2022 - Operational Update Webinar Replay		1/1/20
Professional Standards - Probationary Case Acceptance		1/6/20
Executive Board Resolution		1/11/2
Grievance Team Update		1/12/2
Thank you, Orlando, and casting call – your help is needed		1/12/2
LODO Newsletter – January 2023		1/17/2
TWU Flight Attendant Coalition		1/17/2
TWU Local 556 Negotiating Committee Update #63		1/18/2
Tell us about your experiences with training & unruly passengers		1/19/2
LAS E-Connection		1/20/2
When IROPS are the norm, there's an issue. Make It Right, SWA!		1/25/2
Your Latest Catching Up with Local 556 is Now Available		1/27/2
Unity Magazine – 2023 Volume 1		1/29/2
Unity Magazine – 2023 Volume 1		1/29/2
Voluntary Insurance Benefits Onsite Enrollment Schedule		1/30/2
Check Out Your Voluntary Insurance Benefits Enrollment Schedule!		1/30/2
• 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. • New Years Day Graphic • Martin Luther King Graphics courtesy of CHRC • Human Trafficking Graphics courtesy of CHRC		

- Wear Blue Day Graphic courtesy of CHRC
- The Communications Committee continues to see instances where Members with Yahoo emails (and other sub-domains such as aol.com) are being sent to junk/spam boxes. Yahoo is having server issues, and we are working with them to try and resolve the issue. However, it appears to be intermittent with Yahoo accounts (and their applicable children companies such as AOL). If you are not receiving TWU Local 556 emails, please double-check your spam and junk folders to confirm the emails weren't sent there. If the emails are in your spam folder, please mark them as “not spam” and also add those email addresses to your contact list as a known sender. But, in the meantime, all emails are posted to our website at twu556.org/members and can be read there until the issue is resolved.

Publications:

Vice-Chairperson Mikita Johnson reports:

- No report submitted

Videography:

Vice-Chairperson John Long reports:

- No report submitted

Report From:	COPE
Submitted Report:	
Bryan Orozco reported that on 1/27 that President and COPE chair Lyn Montgomery held a TWU 556 meeting via zoom. Bryan reported that emails from varies state AFL-CIO and CLC were forwarded to local 556 COPE members. Bryan reported that President Montgomery consulted with TWU International leaders to prepare a testimony to be entered into the record for the hearing concerning the Southwest Airlines operational meltdown held by the Senate Committee on Commerce, Science and Transportation. The herding was held on February 9, 2023.	

Report From:	Education
Submitted Report:	
The Education Committee spent the month of January supporting the Research and Analysis Committee and the Grievance Team with auditing and educating Members on their Payroll reports from the month of December. Because of so many issues with how Payroll/Audit inaccurately handled our Members and their Payroll issues during the SWA Meltdown/Winter Storm Elliott, the Education Committee Members spent hours auditing, answering emails, phone calls, text messages and private messages to ensure our Members understood and were empowered with knowledge to proceed on rectifying issues they encountered with their Payroll reports and PaySlip questions.	

Report From:	FADAP
Submitted Report:	
The chair of the team Tom Spillers: worked January 1-14 and 23-31. McArthur Stidom Jr. West Coast Coordinator worked January 15-22. East Coast Coordinator Greer Steinke assisted when needed 14, 23-31.	

Report From:	FLOC
Submitted Report:	
Discussion with 555 re: co hosting DAL FLOC meeting Next planned committee meeting is virtual on 2/17/23	

Report From:	Grievance
Submitted Report:	
<i>February 2023 Grievance Report</i> <u>TOTAL NUMBER OF GRIEVANCES:</u> <i>298 total grievances:</i> 27 terminations 39 group grievances 44 non-term disciplinary 56 Attendance 132 individual contract <i>Total Contract Grievances on file: 171</i> <i>Total Discipline Grievances on file: 127</i> <u>Settled and Withdrawn Report:</u> In January, thirty-seven grievances were settled; of those ten were settled at the Step 2 level, fourteen while preparing for Executive Board review, eight at the SWA Preliminary decision stage, and five at a grievance monthly Labor meeting. Nineteen grievances were withdrawn without prejudice, and three grievances expired. Of the fifty-six Attendance grievances, thirteen are No-Shows, five Unable to Contact, twenty-three Failure to Report, six Sick Leave 1, one SL, seven No-Show Training, and one MBL. The forty-four non-term disciplinary grievances consist of: thirty-one written warnings, three final written warnings, three three-day suspensions, six 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 January 2023. We are continuing to see several cases of Probationary Performance issues. <u>Chat Apps</u> 2,191 chat app messages received the month of January. <u>Board of Adjustments:</u> FA-Settled. <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 *arbitration February 16, 2023.*

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

FA: D&A Termination

Upcoming Grievance Meeting: The Union and Management have agreed to a Labor meeting to be held February 28, 2023.

Report From:	Health
Submitted Report:	
Health Report – February 2023 Executive Board Meeting <u>ASAP</u> ASAP continues to get a record number of reports. There have been several transitions within the program so there are over 190 reports in the que to be worked. Our goal is to get caught up so we can get back with the Members in a timely manner. ASAP Reports received 2023 Year-to-Date (as of 1/6/23): 233 Accepted Reports Year-to-Date: 6 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: 17434 <u>Event Notification System</u> We continue to receive and act on Event Notification System (ENS) emails. We have started to send the events that have a Declared Emergency to the Executive Board. We still vet every ENS that is sent to ensure it isn't something that is negatively impacting our Members • 2023 349 • 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 • <i>*ENS tracking and trending was suspended May 2012 – June 2013</i>	

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 2023 Year-to-Date: 29

Open Reports: 0

Fatigue Reports received 2022 Year-to-Date: 612

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.

- 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. The Safety Team will be testing the bins before the first airplane with the bins is put into service.
- We will be attending Go Team Bloodborne Pathogen training in February
- We have been discussing turbulence injuries as there have been several turbulence events as of late.
- The final walk-thru's will be removed from duties in the very near future for the sake of safety.

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:	
LODO Committee/ Subcommittee Report for FEB 2023 ~submitted by Claudio Adams The LODO Committee and Subcommittee met with the company during FEB 7th and FEB 14th to discuss the continued development of trying to achieve a new agreement for the LODO flight attendants. Items that are being discussed are as follows: • Bidding and trip trading electronic processes • Bring the current agreement more in line with the current CBA • Bidding timeline is in line with the current CBA • In-Base and Out-of-Base times for Open Time and Trip Trade/Give Away • Open Time max change from system-wide to per Base • Increase max number for LODO Open Time • Bring trading options in line with the current CBA • Exercise pull options more in line with CBA • Bring pay protection for lines up to 80 TFP • Remove restrictions dependent on LODO Reserves • Reducing commitment time for LODO Hires Attending these meetings were Kevin Clark, Stacie Arce, Ann Oh, Claudio Adams, LaShaye Hutchinson, Brandon Hillhouse, Gayle Middleton, Gisela Alvarez. The discussions were still forthcoming with both committee TWU and Southwest to come up with a better agreement. Both sides continue to work independently on issues to come up with solutions to many of the issues. Both sides, meet bi-weekly to narrow down to ask that can be implemented in a much broader scope that can be implemented sooner. These changes are minus the technology changes that have timelines from Stacy Arce's team presented in December 2022. For the month of February, there were 285 LODOs in the program. Attachments on this report include: • LODO bidding awards • LODO seniority list • LODO open time trips Calendar • LODO March Vacancy	

Report From:	MOBORG
Submitted Report:	
Mob Org has been busy with 2 initiatives both "Pass the Pin" and the additional Membership initiative discussed previously. We spent several days in the office prepping the items for distribution. The committee provided support to the picket lead Kay Hogan as needed during that office time and we prepared to expand the committee and readying a call out to the general Membership for participants for the upcoming initiatives. Mob Org supported the MLK Washington DC event and provided DEBM support as needed. We also supported the NT and Officers as needed throughout the month. After the March picket Mob Org will continue planned site visits for March-May and will update the committee calendars.	

Report From:	Negotiating Committee (NT)
Submitted Report:	
February 2023 Mediation Sessions scheduled in February: • February 1-3, originally scheduled to be held in FLL - o Meeting moved to a caucus session. Parties met periodically w/Mediator & Teams • February 28 - March 1-2, in MSY Negotiating Committee Business as of this Report • Negotiating Committee Communications - o Negotiations Update #65 – Feb 8 - o Negotiations Update #64 w/ LAS Picket Save the Date – Feb 1 Membership Planning and Public Relations • Make It Right share your story emails planned for publication on Tuesdays • LAS Informational Picket – Feb 21 • DAL Informational Picket – Mar 2 - o Both picket events coordinated w/MOB-ORG 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.	

Report From:	New Hire
Submitted Report:	
New Hire Committee January 2023 - Danny Modelo / NHC Co-Chair / BMAL New Hire Committee took advantage of Inflight Training son break till January 17, 2023. Gave my NHC members opportunities to spend much needed time with family and friends. Even the ability to pick up extra trips to fly. Stayed proactive during the break and scheduled several visits to the TWU offices to prep the NH folders. We were thrown for a loop during the "inclement weather" week. Upon speaking to the New Hire Class @ LEADS/WINGS, 30 January, we were approached by Inflight Training MOD's notifying us that ALL classes @ HQ will be XCLD due to bad WX. We were scheduled to host the PM class that evening. We quickly asked what is going to happen to the AM class? I notified Darin Sanders of Inflight Training asking if we could host the AM class as well. We got the "thumbs up" and immediately called our food vendor to double our order. We asked the building security (TWU) if we could place the AM class in the lounge room (weight room w/ pool table) while the PM class occupied the normal meeting room. The evening was a success! Classes will continue every Monday & Tuesday, with main group talks on Mondays @ LEADS/WINGS. As always, the New Hire Committee team would love to see any of our Executive Board Members at any of these events.	

Report From:	Other
Submitted Report:	
The Research & Analysis Committee (RAC) created a Team to review Members' Payroll Reports who were impacted by the December 2022 meltdown. The TWU 556 Executive Board allocated resources to be able to provide this service to the Membership. Members of the RAC Audit Team are Amanda Gauger, Karen Jaburek, Angie Kilbourne, & Sam Wilkins. To date, the RAC Audit Team has reviewed approximately 495 Members December payroll reports from January 16 - February 13, 2022. The audit process includes: running payroll reports (for the entire month), reviewing transactions, ensuring pay guarantees are correct, interviewing Members to gather more information and evidence, as well as educating on what was found in the analysis. The RAC Audit Team, in most cases, referred the Member to add their names to the Group Grievance after completing a thorough analysis. While some reviews were easier than others, the vast majority were complicated and once a laborious audit was complete, someone on the Team cross-checked the findings before a detailed response was sent to the Member. Here is the status of the RAC Audit Team as of February 13, 2023: • Approximately 500 Member December payroll reports have been processed. Included in that number are about 70 Members who inquired about an issue with their payroll, but didn't require a full December 2022 audit. This number does not include the multiple replies and responses to initial audit emails, or phone calls to discuss audit findings to a concerned Member. • There are currently approximately 20 RAC email inquiries that have not been assigned to an auditor. • There are approximately 25-30 RAC email inquiries that have been assigned but are currently in process. Of the 500 Members reviewed, there are approximately 250+ that have gone through an initial audit, but are awaiting answers from Southwest Airlines Labor Management and Payroll Department. The RAC is working closely with Contract Grievance Coordinator, Brandon Hillhouse, and Contract Grievance Team Member, Lauren Childs, to assist in processing the 650+ Member submissions of the Elliott Group Grievance Form in preparation for resolving individual cases. The RAC Audit Team plans on submitting a full report to the TWU 556 Executive Board, including a total amount of TFP that has been recovered as a result of the auditing process, issues with the payroll system which need to be resolved, and a full analysis of Committee work, including ways to improve for the next extreme IROP event. In Closing, the TWU RAC Audit Team would like to share that while this has certainly been a challenging process thus far, 556 Members have been grateful for the service provided to them and the individual care taken with each submission.	

Report From:	Professional Standards
Submitted Report:	
Professional Standards Activity Report for January 2023 Category: Company Policy 7 CRM 10 FAR 2 I.R. Filed 6 Internal Peer Support 5 Not Taken 4 Pilot Issue 3 Social Media 1 Unprofessional behavior 5 Withdrawn 5 In Progress 1 Total 49 Resolution: Positive 24 Negative 2 Unresolved 22 In Progress 1 *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. Source: Phone 43 TWU Email 3 Pilot PS 3 Base: ATL 3 BWI 7 DAL 2 DEN 5 HOU 4 LAS 6 LAX 2 MCO 2 MDW 4 OAK 7 PHX 5	

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:	
There is nothing to report.	

Report From:	Scheduling
Submitted Report:	
<i>The number of line positions that a Flight Attendant could be awarded for the month of March increased by 669 line positions, from 11,253 in February to 11,922 in March. The Scheduling Committee left 0 positions in open time for the month of March prior to VR line building.</i> <i>The Committee for the month of March wrote an average of 87.58% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a significant increase in purity from February by 13.24% (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%. The average line paid 85.91 TFP average work days were 12.37. 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 76.52% pure lines, 39.39% all weekend off and 11.36% lines containing 3-on/off or 48-hour breaks. The average lines paid 87.69 tfps.</i> <i>The FLL Satellite base had an average of 69.30% pure lines, 33.33% all weekend off and 15.38% lines containing 3-on/off or 48-hour breaks. The average line paid 90.77 tfps.</i> <i>The Line Writers for March Primaries were:</i> Shelley Taylor, Patrick Paladino, Lisa Trafton, Mark Torrez, Doreen Argyropoulos and Xander Ricker. <i>The Line Writers for March Secondary Lines were:</i> Doreen Argyropoulos, Shelley Taylor, 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:	
<u>January 2023 Scholarship Report</u> This month Scholarship Chairperson, Genesis DaVoy worked with the Communication Committee to send out a communication informing the Members that the Michael Quill Scholarship opened for applications. Emails were received and answered by Genesis throughout the month regarding scholarships for the 2023 academic year. Scholarship Chairperson DaVoy updated the 2023 scholarship applications to prepare them for presentation to the Executive Board in February.	

Report From:	Shop Steward
Submitted Report:	
Shop Steward Committee Report January 2023 The Shop Steward Committee continues to meet monthly with Grievance Leaders in regards to procedural matters that have an effect on Shop Stewards 1-10-23 Melissa Grube, Gayle Middleton, Drew Kennedy, Marcy Vinyard & Drew Shy spoke on Salesforce roll out for virtual meetings 1-13-23 Melissa Grube worked on Payroll/SS availability 1-16-23 Melissa Grube and Drew Shy had meeting for update on SS virtual roll out on Salesforce 1-23-23 Shop Steward Communication sent to all Virtual Testers with updates 1-24-23 Melissa Grube called Shop Stewards interesting in Shadowing 1-27-23 Melissa Grube worked on Shop Steward Virtual Debrief/ Shadowing Interest 1-30-23 Shop Steward Committee had a Virtual Debrief on Shadowing/updates on Virtual Program Melissa Grube continued to send calendars of availability to Alice Watkins and Kay Hogan for scheduling purposes for meetings. Calendars are broken down on a weekly basis. Also sends an end of week meeting breakdown list to Marcy Vinyard 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 has nothing to report for January	

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 February 2023 Board Meeting (reflects January 2023 activities) • Began interviews for the Women's History Month submissions - ○ Due 30 days prior to publication • WWC Committee Chair and Vice Chairs attended the MLK celebrations in Houston TX and Washington DC. ○ Denise Deeley - Guest ○ Latonia Benoit ○ Ashley Wilhelm ○ Renda Marsh ○ Glenn Thompson Martin L King Jr - Houston TX Celebration 2023 WWC was invited to participate by CHRC - Pamila Forte-Oak What an honor and privilege to represent Transport Workers Union of America - Local 556 on January 13- 16, 2023 - MLK Houston TX - John Bland Tribute Celebration and Parade Float. The events were well placed and started with a tribute to Mr. John Bland, a Labor Leader, and Civil Rights Pioneer. Mr. Bland was described as a fearless, inspirational, caring trailblazer who was loved by all that were blessed to know him. As a student at Texas Southern University in the 1960s, John organized a sit-in at the Weingarten Supermarket lunch counter. This sit-in eventually led to the desegregation of many businesses in Houston. Mr. Bland never stopped working for others and advocating for equality. Mr. bland held many positions of notoriety, VP of TWU Local 260, International TWU VP, TWU International Director of Civil and Human Rights and Working Women, and for those that knew him, friend and mentor. • Attendees for this celebration ○ Mayor Sylvester Turner - Houston Mayor ○ TWU International President John Samuelson ○ TWU International - Thom McDaniel (Local 556) ○ Congresswoman Shelia Jackson Lee - District 18 - Texas ○ Sen. Boris Miles - District 13 - Houston TX ○ Hon Deidre Davis - Harris County District Courts 270th District Court ○ Hany Khalil - Executive Director - Gulf Coast Area Labor Federation ○ Communications Workers of America CWA VP - Claude Cummings ○ Denese Deeley – 556 ○ Latonia Paul Benoit - 556 ○ Renda Hobbs Marsh - 556	

The following day the TWU 556 CHRC and TWU 556 WWC alongside Allegiant Airlines Flight Attendants joined in Community Service at the Houston Food Bank. The TWU efforts that day resulted in 7 pallets – 6,660 Lbs. of food being sorted for distribution equating to 5,550 meals for those that need it most. There is no greater feeling than giving in any capacity. The volunteer effort was fun and really did not seem like work. (But we were tired at the end of the day)
On Monday we all were up early and joined in the MLK Parade. We marched with pride for hours and chanted our LABOR and EQUALITY for all - Our singing could use some assistance, but it was from our hearts.







- January 30 -February 1, 2023 - Ashely Wilhelm - attended the NYC Special meeting of the International WWC.
 - Ashley will represent TWU 556 Working Women as the Chair for the March 2023 Meeting.
 - This is not the meeting that is to be sponsored by TWU Local 555 and 556. i



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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: February 12, 2023
Re: February 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 - 190

ASAP Reports Year-to-Date:	233
Accepted Reports Year-to-Date:	6
Excluded Reports Year-to-Date:	0
Acceptance Rate Year-to-Date:	100%
Open Reports:	227
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:	17434

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 01/06/23 through 02/12/23 =	349
Emergencies Declared for Period 01/06/23 through 02/12/23 =	28

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

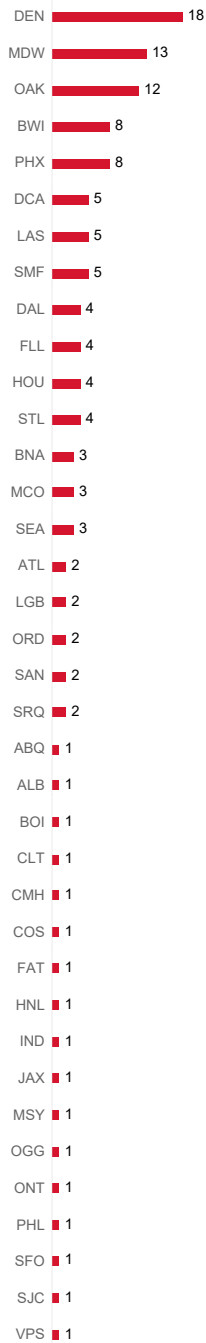
Reports Received for Period: 11/12/22 through 12/31/22 = 160
Reports Received for Period: 01/01/23 through 01/06/23 = 0
Reports in Queue = 138

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 01.30.2023 - 02.05.2023

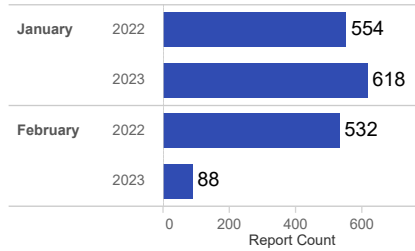
Hot AC Total by City



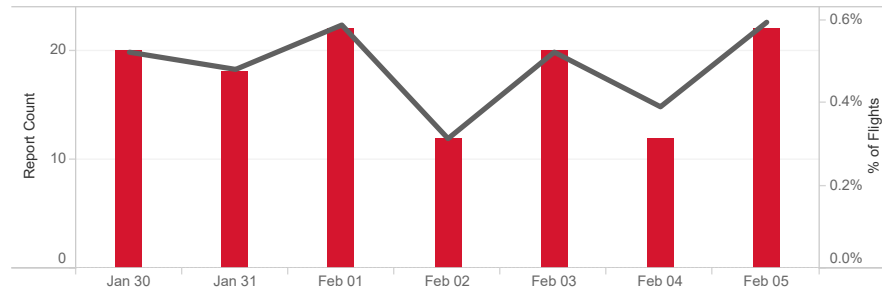
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	1/23/2023	1/30/2023	1/23/2023	1/30/2023
ACARS	131	126		-3.82%
Grand Total	131	126		-3.82%

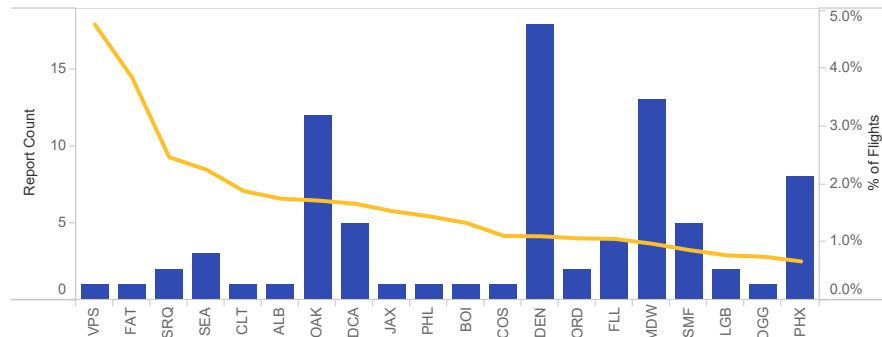
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



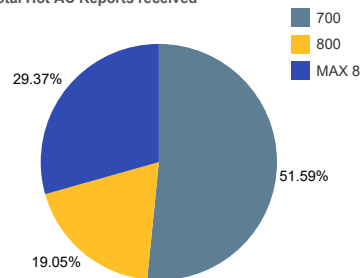
Stations - Top 20 Based on % of Flights



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	65	0.56%
800	24	0.44%
MAX 8	37	2.61%

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

'Hot' Aircraft and Gates

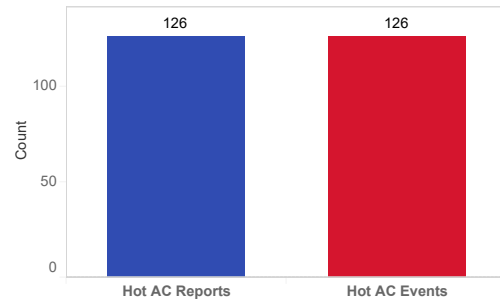
Aircraft with four or more reports

Gates with three or more reports

Station	Gate	
DEN	C43	4
BWI	B4	3

Reports versus Events

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

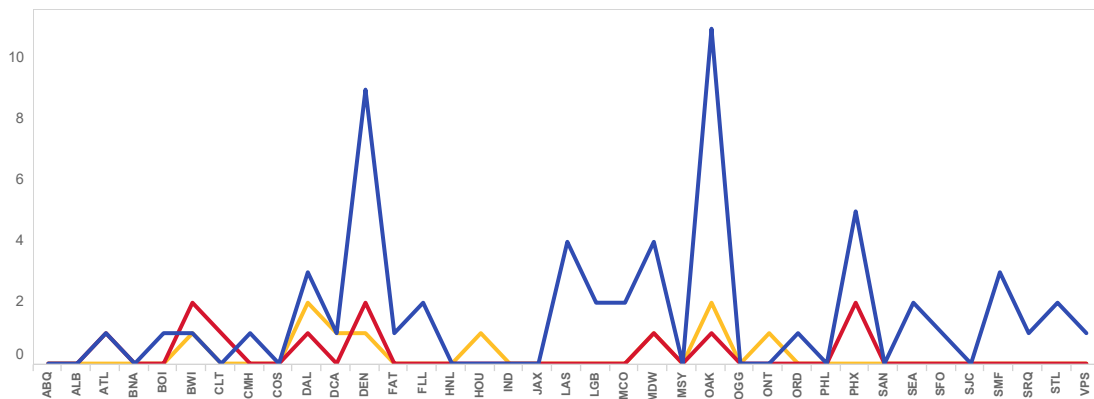


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	1/23/2023	1/30/2023
% Air Not Connected	45.80%	46.83%
% Ops Agent Not Present	4.58%	8.73%
% Ramp Agent Not Available	8.40%	7.94%

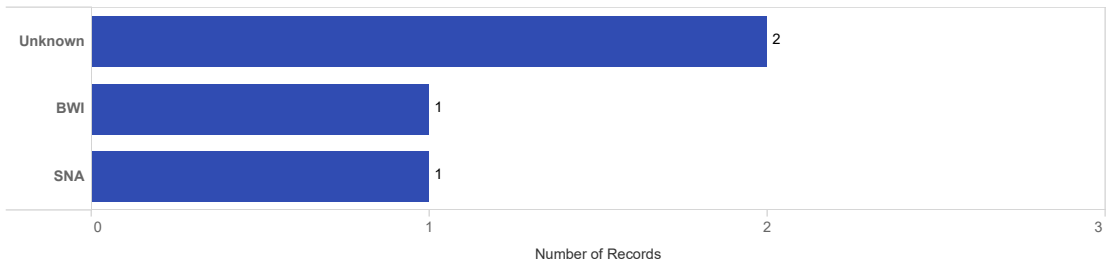


Good Job ACARS

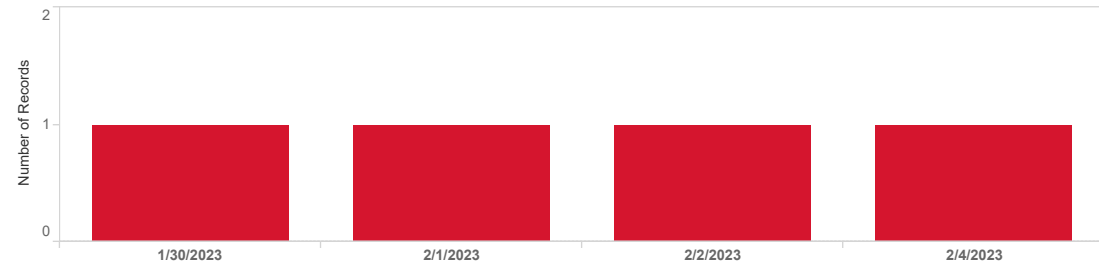
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 01/30/23 to 02/05/23

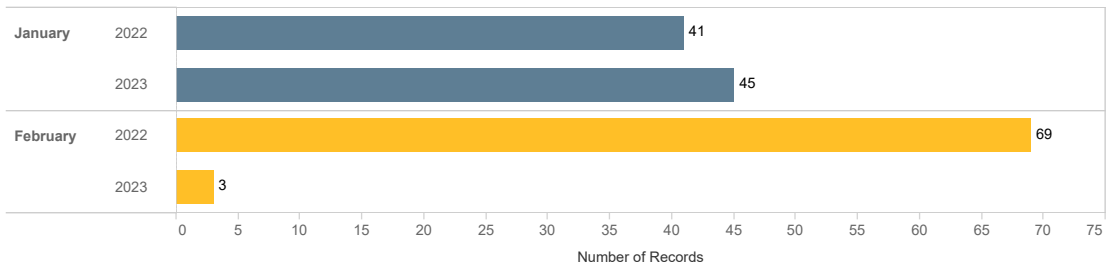
Pax Complaints by Originating City



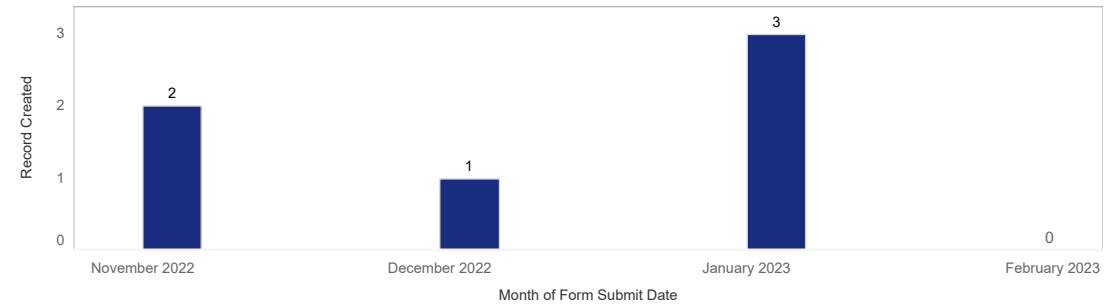
Pax Complaints by day



Year over Year Customer Complaints



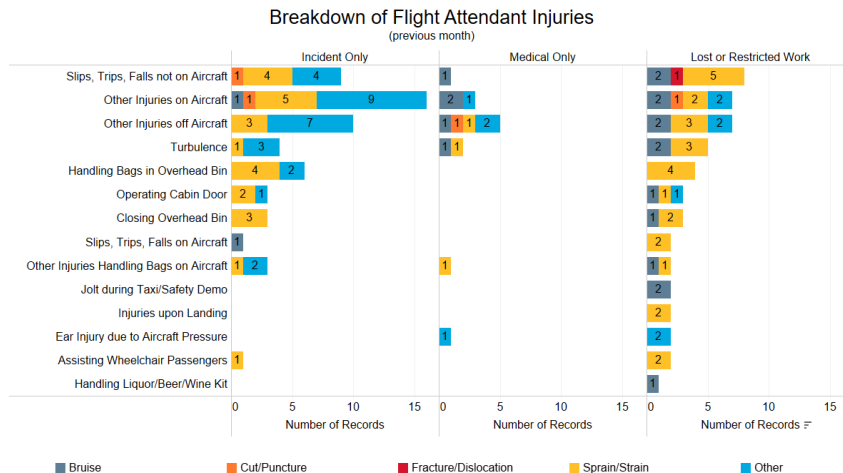
Monthly Inflight LINK Report Submissions | 3 Month Lookback



Current Flight Attendant Injury Analysis:

Breakdown of Flight Attendant Injuries (December 2022)

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

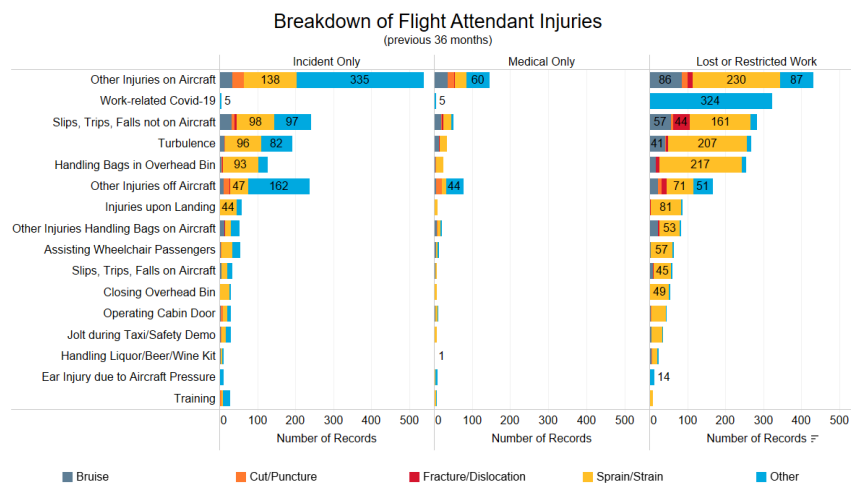


Key Facts:

- While a large number of injuries are 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 decreased from 14 in November to four in December
- Lost-time injuries upon landing decreased from eight in November to two in December
- Lost-time injuries from slips, trips, and falls not on the aircraft increased from seven in November to eight in December
- Lost-time injuries due to turbulence also decreased from six in November to five in December

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

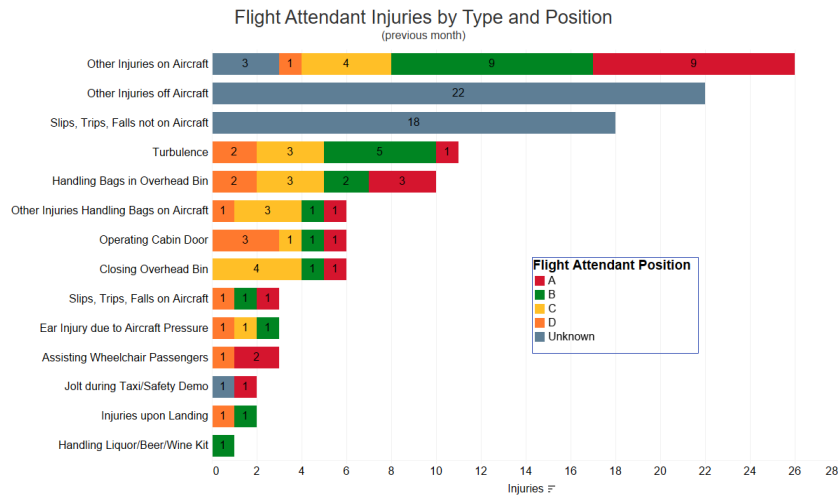


Key Facts:

- 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 (December 2022)

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

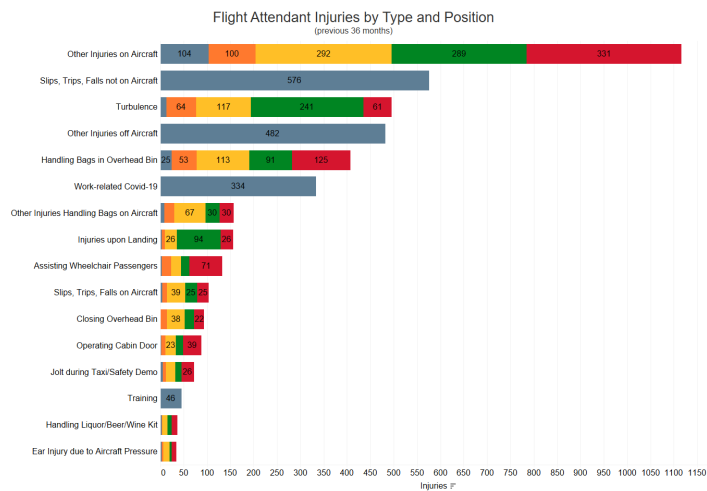


Key Facts:

- "B" position Flight Attendants accounted for five out of 11 turbulence injuries in December
- "C" position Flight Attendants were disproportionately represented in injuries while closing overhead bins

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

'B' Flight Attendants have historically been more likely to be injured in turbulence or upon landing



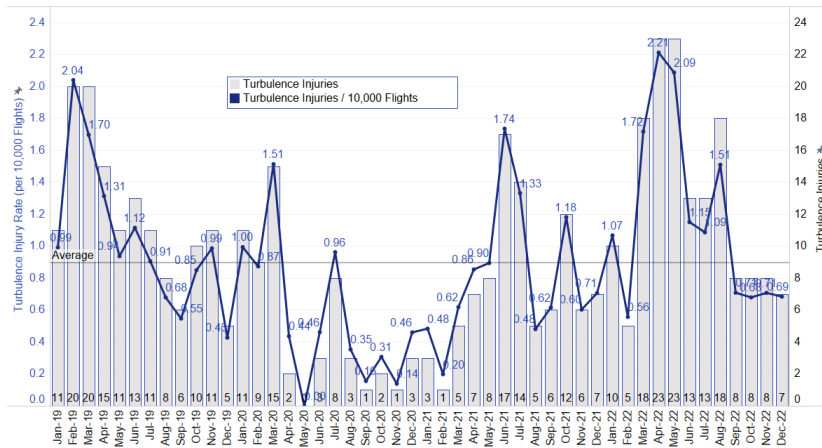
Key Facts:

- 49% of turbulence injuries involved 'B' Flight Attendants
- 60% of injuries upon landing involved 'B' Flight Attendants
- 53% of injuries while assisting wheelchair Passengers involved 'A' Flight Attendants

Flight Attendant Turbulence Injuries

December was the fourth consecutive month with a turbulence injury rate below the 48 month average

Flight Attendant Turbulence Injuries
Medical and lost time on-the-job injuries



Key Facts:

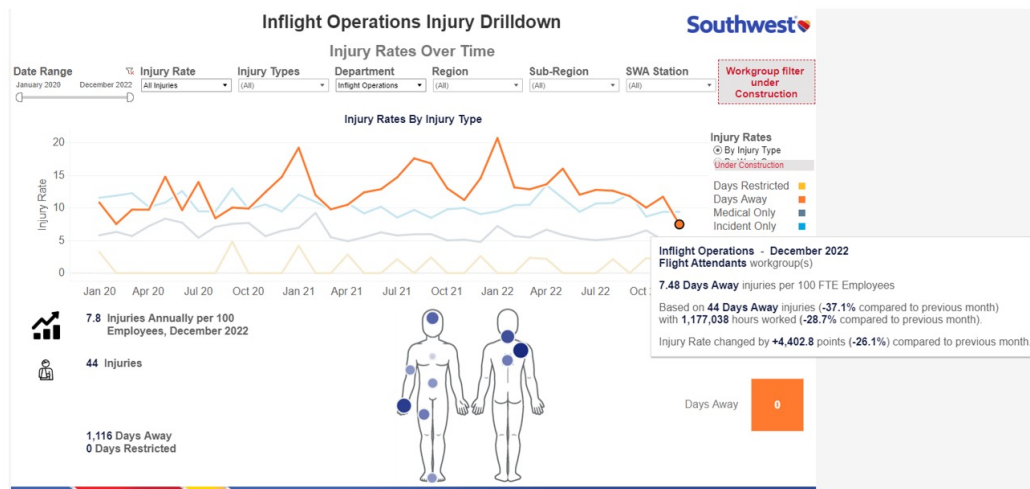
- Injury rates are in units of injuries per 10,000 flights
- Includes Flight Attendant injuries resulting from all types of turbulence:
 - Clear air
 - Mountain wave
 - Convective
 - Wake vortex
- Excludes "Incident Only" injuries (did not require medical attention beyond first aid and did not result in lost time or restricted duty)
- The turbulence injury rate in December was 0.69 injuries per 10,000 flights which is lower than the 48 month average of 0.90 injuries per 10,000 flights

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

Southwest

Lost Time Injury Rate for December



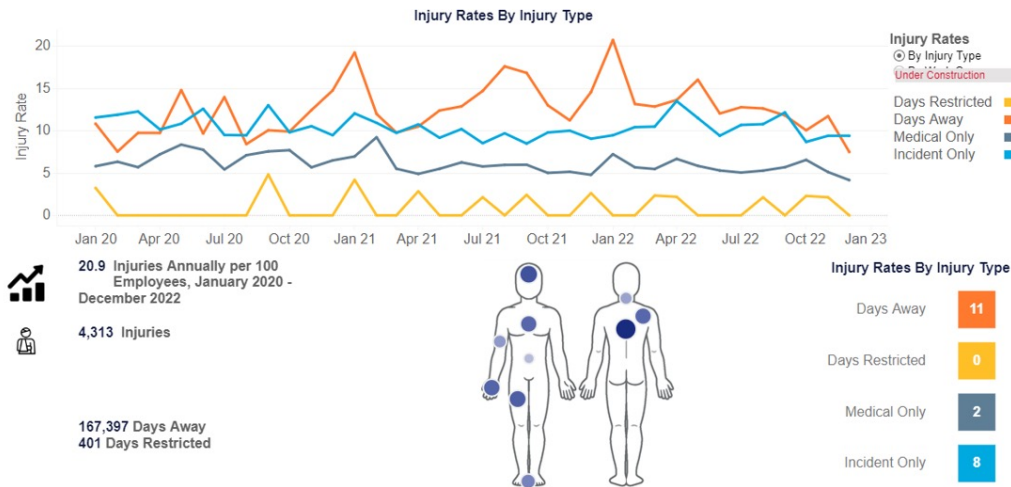
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Proprietary & Confidential

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

Southwest

Injury Rate over Time by Type

The rate of Days Away injuries appears to be trending downward slightly over the past year



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

Open Discussion Items:

Upcoming Clear Zone/No Congregating on Domestic Flight Procedure/PA Clarification

Upcoming Departure/Arrival Final Walk-Through Procedural Changes

Scheduled and Standing Meetings:

- January 03, 17, 24, 31, 2023 – Safety and Regulatory Compliance Meeting with Steve Murtoff, Chase Magness and Dominick Renteria
- January 04, 11, 18, 25 & February 01, 2023 – Top 5 Catch-up Teleconference
- January 04, 18, 25 2023 – Executive Board Touch Base
- February 01, 2023 – Spring InfoShare Planning Session
- February 01, 2023 – TSA KCM/ECA Discussion with TSA/DHS/FAA & Other Labor Union Safety and Security Representatives
- February 07 – 09, 2023 Winter IEC/IEB Meeting
- February 14 – 15, 2023 – Virtual Executive Boards