



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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MARCH 2023 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
There is nothing new to report for the month of February.	

Report From:		CISM
Submitted Report:		
Aborted Takeoff/Landing	1	
Birdstrike	1	
Carryover	2	
Crew Member Harassment	1	
Crew Member Illness	1	
Death on Board	3	
Debriefing - Team Member	3	
Declared Emergency/Prep Cabin	1	
FA Death	1	
FA Death - Calls Related to	1	
FA Death of Family Member	2	
FA Illness	3	
FA Injury	1	
Human Trafficking	2	
Illness of Family Member/Caregiver Stress	4	
Incident on RON	1	
Lounge Mobilization - DEN	1	
Lounge Mobilization - MDW	1	
Mechanical	8	
Near Miss	1	
Other	1	
Passenger Injury	1	
Passenger Medical	83	
Passenger Misconduct	12	
Personal Issue	28	
Professional Standard Referral	1	
Sexual Harassment or Assault	2	
Termination/Fact Finding	1	
Turbulence	9	

** Total Events Worked 177
** Total FAs Assisted 502

Report From:		Communications
Submitted Report:		
Communications: Co-Chairpersons Ashley Breuer and Drew Shy Reports: February Communication Emails Sent		
Name	Subject	
BWI Welcome Letter	Welcome to BWI	
DEN Welcome Letter	Welcome to DEN	
NT Update #64 - 20230131_124929	TWU Local 556 Negotiating Committee Update #6	
Black History Month 2023	TWU Local 556 Celebrates Black History Month	
Black History Month 2023 - Correction	TWU Local 556 Celebrates Black History Month -	
Union Update on Group Grievance	Union Update on December Operational Meltdown	
2023 February MDW E-Connection	2023 February MDW E-Connection	
2023 February LAX E-Connection	2023 February LAX E-Connection	
Michael Quill Scholarship	Michael J. Quill Scholarship - Now Open!	
New Hire Email #1	Welcome to the Inflight Family!	
Southwest Flight 708 Incident	Southwest Flight 708 Incident	
Please RSVP for the LAS and DAL Informational Picket	Please RSVP for the February 21 and March 2 Inf DAL	
2023 February 2023 E-Connection	%%FirstName%%, your Monthly E-Connection	
NT Update #65	TWU Local 556 Negotiating Committee Update #6	
TWU Senate comments for today's hearing	TWU Senate comments for today's hearing	
2023 February OAK E-Connection	2023 February OAK E-Connection	
TWU Local 556 and Senate Commerce Committee Hearing	TWU Local 556 and Senate Commerce Committee	
Voluntary Insurance Benefits Time is Running Out	Time is running out. Get insured.	
Voluntary Insurance Benefits Time is Running Out	Voluntary Insurance Benefits - Time is Running O	
Please RSVP for the LAS and DAL Informational Picket	Register today for the February 21 and March 2 In DAL	
3 Day Prior - LAS - Member	Las Vegas (LAS) Informational Picket Details	
3 Day Prior Reminder - LAS - NONMember	Las Vegas (LAS) Informational Picket Details	
3 Day Prior - LAS - Member	Las Vegas (LAS) Informational Picket Details	
3 Day Prior Reminder - LAS - NONMember	Las Vegas (LAS) Informational Picket Details	

February 2023 LAS Parking Update	LAS Parking Update	
Last Chance to Register - LAS Picket	Last Chance to Register for the LAS Informational Picket on February 21, 2023	
Shop Steward Newsletter - February 2023	Shop Steward Newsletter	
2023 First Membership Meeting Notice	2023 First Membership Meeting Notice	
Catching Up with Local 556. #23-02	Catching Up with Local 556. #23-02	
Introduction of Space Bins to the MAX 8 Fleet	Introduction of Space Bins to the MAX 8 Fleet	

- 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.
- Valentine's Day Graphic
- Black History Month Biography Graphics
- The Communications Committee assisted MOBORG with the Salesforce Marketing Cloud Journey Builder needed for the Las Vegas and Dallas Pickets. Each picket was multiple journeys with multiple emails. The journeys provided seamless automation to the distribution of each email.
- 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:	
<p>Bryan Orozco reported that he had communication with our 556 members who represent us at the TWU state conferences in CA, FL, GA, IL, TX, MA, CO and NV. Bryan sent out the minutes to the committee members from our last local 556 COPE zoom meeting. The next meeting is tentatively for March 30th at 11 central. Bryan reports that various states minutes and reports are available by request.</p>	

Report From:	Education
Submitted Report:	
<p>During February, the Education Committee continued to support the Research Analysis Committee and the Grievance Team with auditing and educating Members on their Payroll reports from the month of December (and trips at the beginning of January). Because many issues with how Payroll/Audit inaccurately handled our Members and their pay during the SWA Meltdown, the Education Committee Members spent hours auditing, answering emails, phone calls, text messages and private messages to ensure our Members understood their pay and how to proceed on resolving issues encountered.</p> <p>In addition to work with the RAC and Group Grievance, posts were made in the Official Facebook Group and Education Committee page regarding the PIN Black Out Date reminder for Valentine's Day.</p> <p>Co-Chairperson Angie Kilbourne completed the Welcome To packets for LAS and MDW and submitted them to Domicile Executive Board Members Bryan Orozco and Donna Keith, respectively. Work on the Welcome to HOU and initial draft of Welcome to FLL continues. She also assisted with the Right of Return email with content and edits.</p> <p>The Education Committee created a list of Frequently Asked Questions about 19 different topics to be used in creating content to educate our Members. Additional topics added to the Contract 101/201 "To Do" list included Article 21 - Compensation.</p> <p>Co-Chairperson Angie Kilbourne assisted the Working Women's Committee by creating three different designs for Women's History Month graphics suite. She provided a complete graphics suite to Chairperson, Renda Marsh, including two poster sizes (8.5x11 and 11x17) and social media graphics (Facebook, Twitter, and IG). For the Civil and Human Rights Committee, she designed and edited a graphics suite for American Asian and Pacific Islander Heritage Month and provided a complete graphics suite to Chairperson, Pamila Forte-Oak, including two poster sizes (8.5x11 and 11x17) and social media graphics (Facebook, Twitter, and IG). She has begun work for the remaining CHRC requests for the year: Pride, Juneteenth, Hispanic Heritage Month and Transgender Day of Visibility.</p>	

Report From:	FADAP
Submitted Report:	
<p>The chair of the team, Tom Spillers: worked February 1-19th and 26-28th. Greer Steinke, East Coast Coordinator worked on February 19th-26th Regional chair on call McArthur Stidom, West Coast Coordinator, assisted when needed.</p>	

Report From:	FLOC
Submitted Report:	
<p>Committee conference call - February 17th</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>March 2023 Grievance Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u></p> <p>300 total grievances:</p> <p>26 terminations 39 group grievances 50 non-term disciplinary 51 Attendance 134 individual contract</p> <p><i>Total Contract Grievances on file: 173</i> <i>Total Discipline Grievances on file: 127</i></p> <p><u>Settled and Withdrawn Report:</u></p> <p>In February, thirty-four grievances were settled; of those twelve were settled at the Step 2 level, eighteen while preparing for Executive Board review, two at the SWA Preliminary decision stage, and two at a grievance monthly Labor meeting. Forty grievances were withdrawn without prejudice, one Company arbitration award, and three grievances expired.</p> <p>Of the fifty-one Attendance grievances, ten are No-Shows, seven Unable to Contact, twenty-one Failure to Report, five Sick Leave 1, one SL, six No-Show Training, and one MBL.</p> <p>The fifty non-term disciplinary grievances consist of: thirty-eight written warnings, three final written warnings, three three-day suspensions, five thirty-day suspensions, and one under the “other” category.</p> <p><u>Fact-Finding Meetings:</u></p> <p>Eighty-one fact-finding meetings were held in the bases, in February 2023. A very busy month. We are continuing to see numerous cases of Probationary Performance issues. We also saw several cases of Theft, Dishonesty, and Harassment. We continue to see cases of Class 1.17. Please be in Base when you are supposed to for Reserve. We had six cases for the use of electronic devices and eleven cases of Unprofessional Conduct. FA’s being called in for term level points is on the rise. If you are in point trouble, please call the Union office for assistance with a plan to lower your points.</p> <p><u>Chat Apps</u></p> <p>1,537 chat app messages received the month of February.</p>	

Board of Adjustments:

FA-March 30, 2023.

FA-April 25, 2023.

Arbitration Schedule:

FA-Term-*Company Award*.

Arbitration-Proceeding on Their Own:

FA: Written Warning Class 2.13

FA: D&A Termination *arbitration held February 16, 2023.*

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

FA: D&A Termination *arbitration March 23, 2023.*

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

Report From:	Health
Submitted Report:	
<p>Health Report – March 2023 Executive Board Meeting</p> <p><u>ASAP</u></p> <p>ASAP continues to get a record number of reports. We are still extremely behind on working reports. This is due to staffing challenges within the other entities involved in the ASAP program.</p> <p>ASAP Reports received 2023 Year-to-Date: 406 Accepted Reports Year-to-Date: 187/219 open reports 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</p> <p><u>Event Notification System</u></p> <p>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. In the past month we received 305 reports and had to do research/follow-up on 33 of these reports. The 33 Emergency Declared reports each would require multiple follow-ups.</p> <ul style="list-style-type: none"> • 2023 715 • 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 new platform that will house the Fatigue Program (as well as the IR program) should go into effect mid-April 2023. The Safety Team has had multiple meetings to discuss the new platform and have an additional meeting scheduled later in March.

Reports Received for Period: 01/06/23 through 03/11/23 = 64

Reports in Queue = 11

Fatigue Reports received 2023 Year-to-Date: 77

Fatigue Reports received 2023 Year-to-Date by Domicile:

ATL = 1

AUS = 0

BWI = 7

DAL = 6

DEN = 15

FLL = 0

HOU = 6

LAS = 8

LAX = 4

MCO = 2

MDW = 14

OAK = 6

PHX = 2

Open Reports: 2

Paid – Operational Causation Year-to-Date: 31

Non-Paid – Operational Causation Year-to-Date: 0

Non-Paid – Non-Operational Causation Year-to-Date: 15

Non-Paid – No Crew Member Report Year-to-Date: 11

No Decision Necessary - Informational Only Year-to-Date: 6

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

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 graphical information.

- Please see the current Hot Aircraft Reporting graphics on the Safety Team Report for the up to date statistics on Hot Aircraft Reporting.
- The Safety Team had several opportunities to test the new Space Bin prior to them being dispatched into service. We were able to test the new bins fully loaded with full suitcases and are pleased that it does not take any extra force to shut the smaller bins.
- Go-Team Training as well as respirator fitting took place recently. The process of checking in and boarding the Go Plane was discussed in depth.
- Turbulence injuries continue to be discussed as well as possible mitigations that could help in these situations.
- The final walk-thru's will still be discontinued in the near future.

Upcoming Meetings:

FAA Calls with Members on Passenger Misconduct Investigations

Fatigue Risk Mitigation Meeting(s)

Fatigue Risk Mitigation Platform Meetings

Space SRM/Risk Assessment

ASAP ERC – weekly meeting with a day of prep/follow-up

HASC – monthly meeting

Health and Safety Round-up – Weekly meeting

InfoShare in BWI

ASAP InfoShare Planning Meetings

Company-wide Safety Debrief on Havana Evacuation Event

Global Cabin Air Quality Executive Furlong Research Update

Report From:	LODO
Submitted Report:	
<p data-bbox="310 390 1040 457">LODO Committee/ Subcommittee Report for MAR 2023 ~submitted by Claudio Adams</p> <p data-bbox="310 537 1325 785">During the month of march, the LODO Committee and the sub-Committee met with the company in Dallas on the 10th of March. In Attendance was Brandon Hillhouse Gisela Alvarez over the phone and Claudio Adams. The company was represented by Kevin Clark, Lina N, and Hector Alvarez Gilberg. The discussions were productive, and the company came to the meeting with a substantial number of agreements that would benefit the LODO Flight Attendants as a whole.</p> <p data-bbox="310 865 1305 932">The committee brought up the need to have a second LODO Flight Attendant, at least for the Havana flights.</p> <p data-bbox="310 978 1300 1117">This was brought on due to the current situation that we experienced on flight 2393 from Havana to Fort Lauderdale on Mar 6, 2023. We had the help of a second LODO flying the B position, and the Flight Attendant's Spanish skills were vital in helping evacuate the aircraft.</p> <p data-bbox="310 1234 1268 1297">The LODO Flight Attendant count has grown from 266 to 290 in the past 2 months.</p>	

Report From:	MOBORG
Submitted Report:	
<p>During the month of February, Moborg continued to work on the details for the upcoming LAS and DAL pickets. Moborg would like to thank everyone that participated in the LAS and DAL pickets. A special thank you to Bryan Orozco LAS DEBM and Maria Teresa Hank for their help rallying other LAS union brothers and sisters to join us on February 21 at the Las Vegas Convention Center to picket during the Southwest Rally. A special thank you to TWU International President John Samuelson who attended both the LAS and the DAL picket, as well as Jerome Lafragola and Curtis Tate from the TWU International Executive Board who attended the DAL picket on March 2 at Love Field.</p> <p>Moborg continues to work on our Pass The Pin initiative. The specific goal of this initiative is to ensure every Member of TWU Local 556 has a Union pin visible on your uniform when you are flying. Moborg is currently developing new and innovative ways to not just mobilize our Members and strengthen our Unity but to be prepared when our Members are called upon to stand strong and united to achieve the contract we all deserve. Moborg is planning initiatives designed to highlight the importance of TWU Local 556 Membership benefits afforded to all Members.</p>	

Report From:	Negotiating Committee (NT)
Submitted Report:	
Report attached	

Report From:	Other
Submitted Report:	
Parliamentary Committee Reached out to EB members to ask if they would like to be on committee will schedule meeting in March	

Report From:	Other
Submitted Report:	
<p>The Research & Analysis Committee (RAC) has shifted to assisting the Grievance Team with processing individual cases.</p> <p>We have also started reviewing the Reserve Reports from DEC 18-JAN 5, for random sampling of the re-auditing of reserve gratuity pay. Since this initiative was at the RAC's urging after finding countless errors - we want to be able to share with you all that our Members who were shorted, have been corrected. We hope you use this information in a future communication so our Members know the work our Union is doing to ensure proper pay. In addition to the amount of TFP recovered through the result of the re-audit of reserve gratuity - the RAC has also recovered 201.08 TFP that has already been paid to our Members.</p> <p>We have also started to take random samples of the bases most impacted by the meltdown - BWI, DAL, DEN, HOU and MDW. Other bases will follow.</p> <p>We have compiled a list of issues that we have seen over the last 8 weeks through our work reviewing the aftermath of the meltdown when it comes to pay etc.</p> <p>Article 8.3.A Article 9.3 Article 9.4 Article 11.3.B Article 11.17 Article 21.12 Article 21.13 Article 24.3 Article 33</p> <p>The RAC Audit Team is aware that Article 11 was recently TA'd. We specifically want to discuss reserve cancellation and the application of AMR's returning after 1800 local time in base during the meltdown.</p> <p>10-Hour Rest LOA language: Throughout our review of audits, we have consistently found that Flight Attendants are not being compensated per the 10-hour Rest Rule Letter of Agreement, specifically Article 9.4.C which states: <i>If a stranded Flight Attendant(s) is need to work a flight(s) back to her/his domicile she/he must have the FAR minimum crew rest of ten (10) hours from end of debrief to check-in and will be compensated at two and one-half (2.5) times the applicable trip rate for all flights that day.</i></p> <p>We will continue to update you all weekly and bring issues to your attention.</p>	

Report From:	Professional Standards
Submitted Report:	
<p>Professional Standards Activity Report for February 2023</p> <p>Category: Company Policy 4 CRM 9 FAR 1 I.R. Filed 4 Internal Peer Support 4 Not Taken 4 Pilot Issue 2 Social Media 2 Unprofessional Behavior 6 Withdrawn 3 In Progress 2</p> <p>Total 41</p> <p>Positive Resolution 25 Negative Resolution 1 Unresolved* 13 In Progress 2</p> <p>Source: Phone Line 34 TWU Email Exchange 3 Pilot PS 3 Referral 1</p> <p>*Unresolved includes case categories: I.R. Filed, Not Taken, Withdrawn, and cases where all parties could not be reached or did not return the committee member's calls</p> <p>Base Information: ATL 2 BWI 7 DAL 2 DEN 6 HOU 4 LAS 5 LAX 2 MCO 2 MDW 3 OAK 2</p>	

PHX 6

Report From:	Safety
Submitted Report:	
<ul style="list-style-type: none">• Please see the attached March 2023 Executive Board Safety Team Report (located in the files section).	

Report From:	Scheduling
Submitted Report:	
<p><i>The number of line positions that a Flight Attendant could be awarded for the month of April increased by 346 line positions, from 11,922 in March to 12,268 in April. The Scheduling Committee left 0 positions in open time for the month of March prior to VR line building.</i></p> <p><i>The Committee for the month of April wrote an average of 83.13% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a significant decrease in purity from March by 4.45 % (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 84.56 TFP average work days were 12.19. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i></p> <p><i>The AUS Satellite base had an average of 78.03% pure lines, 39.39% all weekend off and 5.3% lines containing 3-on/off or 48-hour breaks. The average lines paid 88.7 tfps.</i></p> <p><i>The FLL Satellite base had an average of 60.87% pure lines, 27.83% all weekend off and 23.48% lines containing 3-on/off or 48-hour breaks. The average line paid 90.46 tfps.</i></p> <p><i>The Line Writers for April Primaries were:</i> Patrick Paladino, Lisa Trafton, Mark Torrez, Doreen Argyropoulos and Xander Ricker.</p> <p><i>The Line Writers for April Secondary Lines were:</i> Shelley Taylor, Mark Torrez, Shelley Taylor and Xander Ricker.</p> <p><i>The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i></p>	

Report From:	Scholarship
Submitted Report:	
<p data-bbox="583 386 1062 426">February 2023 Scholarship Report</p> <p data-bbox="310 468 1336 663">This month Scholarship Chairperson, Genesis DaVoy submitted the updated 2023 Scholarship applications to the Executive Board for approval. Emails and phone calls regarding the TWU International Michael Quill scholarship were answered and assistance was given by the chairperson.</p>	

Report From:	Shop Steward
Submitted Report:	
<p>Shop Steward Committee Report February 2023</p> <p>The Shop Steward Committee continues to meet monthly with Grievance Leaders in regards to procedural matters that have an effect on Shop Stewards. Answered and responded to all calls and emails sent to the Committee. A February Newsletter was sent to Shop Stewards.</p> <p>Melissa continued to assist Alice and Kay with scheduling purposes for meetings. Melissa works with Marcy vineyard with a weekly breakdown list for Meeting Leads/Notetakers pay.</p> <ul style="list-style-type: none"> • Feb 16, 2023, Drew Shy and Melissa Grube met with BOAT leaders Graham Vandergrift, Sherri Henry, and Curt Meschke also with Grievance Team Gayle Middleton and Marcy Vinyard. • Feb 16, 2023, Melissa Grube reviewed the shadow schedule and Calendar updates with Alice Watkins. • Feb 20, 2023, Melissa Grube and Drew Shy worked on an updated Virtual Shop Steward List. • Feb 22, 2023, Melissa Grube and Drew Shy met with Tech Drew Kennedy and John Moore to go over Salesforce for Virtual Program. • Feb 23, 2023, Melissa Grube emailed all Shop Stewards in the Virtual Program for availability for March. • Feb 27, 2023, Melissa Grube, Drew Shy, Drew Kennedy, John Moore. Dedra Bass & Beth Ross met to test out Salesforce. <p>The Shop Steward Committee met to discuss future Shop Steward communication including:</p> <ul style="list-style-type: none"> • Newsletter (Monthly) • Zoom Meetings (Monthly) • Conference Call (Monthly) 	

The Shop Steward Committee would like to thank...Drew Kennedy and John Moore from Tech Services and Gayle Middleton and Marcy Vineyard from the Grievance Team for their continued support and assistance with the Virtual Test Program.

Report From:	Survey
Submitted Report:	
VeAnne reports the Survey Committee did not participate in any surveys in February. VeAnne reports she will start compiling questions to be included in the 2023 Annual Membership Survey.	

Report From:	Veterans
Submitted Report:	
<p>Danette Y. Foster, Chairperson TWU Local 556 Veterans Committee reports that she and Wayne Tipton, Vice-chairperson attended the TWU International Veterans Committee Conference in Washington, D.C. February 27 through March 2, 2023. February 27, 2023 was a travel day and a meet and greet which was held in the hotels restaurant. February 28, 2023, the members were given a personal tour by Colonel David W. Sutherland, U.S. Army (Retired) at Arlington Cemetery in Arlington, Virginia. The walking tour lasted about five hours, was very inspiring, sentimental and informative. Colonel Sutherland served 29 years in the Army including from 2007 through 2008 as a Combat Brigade Command Officer during Surge Operations in Iraq. He also served as the Special Assistant to the Chairman of the Joint Chiefs of Staff focusing on Warrior and Family Support. Colonel Sutherland is highly decorated, he honorably wears the Bronze Star Medal with oak leaf cluster, Purple Heart and Senior Parachutist Badge just to name a few. He is also the recipient of many service awards from the array of Veteran organizations that he is committed to. It is the belief of Danette and Wayne that the tour they received netted many stories and history lessons that the “mainstream” tours do not address; it was an honor and a privilege to take part in that tour. During the tour the Executive Board, Chris Kiernan, Chairman; Louie Mercado, Co-chairman; D’Artagnan Magana, Recording Secretary; and Jose Galarza, Liaison, participated in a Wreath Laying Ceremony at the Tomb of the Unknown Soldier which serves as a grave for those who died in war and whose remains have not been found or identified. The Tomb initially had just one unknown service member from World War I but today is the site for three unidentified service members. The Tomb is guarded twenty-four hours a day, seven days a week and many visitors come just to see the Changing of the Guard. That evening, dinner was provided by International at the TWU International Headquarters in Washington, D.C. There the members were able to participate in the much admired Spartan Sword Pledge, led by Boone Cutler, who is the author of the pledge. Most of the members had participated in taking the pledge before but there were new members who were just learning about it so it was an honor to share this sacred event once again with their brothers and sisters; the pledge is a reminder that Veterans should not feel they have to stand alone and that they will always have a Battle Buddy to support them. Boone shared the story of how the pledge, the sword and the ax came to be, and they spent the evening networking, catching up and talking about issues related to Veterans.</p> <p>March 1, 2023, the meeting was called to order where the Pledge of Allegiance/Moment of Silence was observed, also Officer Reports and Introductions were conducted. Before breaking into Sub-committees each Local gave an update on what their members were addressing and or what they did during the months of January and February. Some of the subjects discussed were increasing membership participation; the possibility of launching a</p>	

Veterans Podcast; the Secure Act; Honor Guard Details; and Resources such as APPS and websites to name a few. The theme for the meeting seemed to be 'Find, Gather & Unite,' which means that it is the duty of all members to Find new members and encourage them to sign up for International as well as participate in their local events; Gather as one unit to discuss their goals and missions and Unite the new and old members as well as collaborate with other Committees within the TWU organization.

Danette is a member of the Legislative Committee whose Chairman is Steve Losos. At their breakout meeting they were visited by Zack Tatz, of TWU International Government Affairs who discussed the topics of the FAA Reauthorization Bill; Assault Won't Fly Campaign; Maintenance with Off Shoring; Family and Medical Leave Act/Sick time and the Railway Safety Plan. Mr. Tatz also talked about the importance of members participating in requests via email (or other means) in an order to potentially "push issues forward" by showing there is support by members of TWU.

Wayne Tipton Co-chairs the Communications Committee with Sheena Davis. They updated the TWU Veterans Committee website as directed by members of the Elected Board and they created a WhatsApp group for members to be able to review and submit information and photos as well as make requests to act on a particular issue or task and to be able to distribute information more readily. They are in the process of streamlining all platforms so that they are kept current. The Veterans Committee was able to conclude all of their business by days end so the meeting was adjourned until the next meeting which will be held in Chicago June 12-14, 2023. March 2, 2023 was a travel day back home.

The Veterans Committee continues to honor and support Active Duty Personnel, Veterans and their Families.

Report From:	WWC
Submitted Report:	
<p style="text-align: center;"> Renda Hobbs Marsh TWU 556 Board Member at Large (BMAL) TWU 556 Grievance Staff Filer TWU 556 WWC Committee Chairperson </p> <p style="text-align: center;"> March 2023 Board Meeting (reflects February 2023 activities) </p> <p> February 3, 2023 Submitted International Womens Day Publications Prepared in January and February 2023 </p> <p> Sent out All Call Letters for 1st Quarter TWU International Working Women Mettting - Washington DC - Nationals Capitol </p> <ul style="list-style-type: none"> ● Deadline February 13, 2023 ● Meeting to establish a new strategic plan - Director Shirley Duff ● Training for Lobbying transportation issues and future concerns <p> Grievance Staff duties - Monday - Friday 9 AM - 6 PM CST v TWU 556 Call Center v Weekly Wednesday Staff Meetings v Additional duties as assigned - Dual Signature for Treasurer v Discipline / Contract Research for Step 2 Hearings v Packet Construction for EB presentations v Prep for Step 2 Hearings and EB Hearings o Step 2 Hearings with Inflight Labor Relations General Counsel o Merit Hearing Executive Board Presentations (Termination Hearings) </p>	

March 2023

Mediation Sessions scheduled in March:

- March 7-10, Virtual Meeting
- March 21-24, in San Antonio
- March 28-31, in Atlanta

Negotiating Committee Business as of this Report

- Negotiating Committee Communications
 - Negotiations Update #64 – Feb 1, 2023
 - Negotiations Update #65 – Feb 17, 2023
 - Live Update from Negotiations – Mar 2, 2023
 - Negotiations Update #66 – Mar 6, 2023
 - Thank you, Members email- Mar 8, 2023

Upcoming Mediation Sessions:

- April 18-21, in Houston
- May 2-5, in Dallas
- May 16-19, in Fort Lauderdale

February 2022

Mediation Sessions held in February:

- February 1- 3, Virtual Meeting
- February 28- March 2, in New Orleans
- Additional add on virtual sessions February 16, 24

During the New Orleans session, the parties were able to achieve tentative agreements on Article 11, Reserve as well as Article 26, Union Security. Other Articles discussed were, 8, 9, 10, 12, 15, and Tech.

Other business:

- The TWU Local 556 Negotiating Committee strives to give as much information as possible while still maintaining the ability to gain the most improvements to the CBA. Typically, Section 6 negotiations occur in private. Currently, we are negotiating under the direction of a federal mediator. Her recommendation to the parties is to keep discussions and proposals confidential to allow the parties to engage in more productive conversations. We do our best to honor that ask. However (as was exhibited when the Company proposed removing trading into VJA trips), if the Company makes a highly undesirable demand, we will invoke the power of the Membership to move the needle. Thus far, our strategy is proving effective as we have made some recent headway at the table. We are aware of and have seen the comprehensive proposal that APFA has published. APFA is using a different strategy outside of mediation. We too

Negotiating Committee Report for March 2023

shared our basic demands prior to mediation in a PowerPoint presentation during an NT Town Hall on 06-06-2022. The replay of the live meeting from our website is viewable at <https://twu556.org/storage/videos/>.

- Attended the LAS Picket outside of the SWA Rally.

The Negotiating Committee would like to thank Kay Hogan for all her help organizing the LAS and DAL pickets. The committee would also like to thank Comms, the Executive Board, and all the Members that showed up to the pickets for their support and awesome display of solidarity.

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.



The Union of
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TWU LOCAL 556

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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: March 11, 2023
Re: March 2023 EB Safety Team Report

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

Aviation Safety Action Program (ASAP) – Reports in queue - 139

ASAP Reports Year-to-Date:	406
Accepted Reports Year-to-Date:	187
Excluded Reports Year-to-Date:	0
Acceptance Rate Year-to-Date:	100%
Open Reports:	219
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:	17614

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 02/12/23 through 03/11/23 =	305
Emergencies Declared for Period 01/06/23 through 02/12/23 =	33

2023 Year-to-Date = 715
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: 01/06/23 through 03/11/23 = 64
Reports in Queue = 11
Fatigue Reports received 2023 Year-to-Date: 77

Fatigue Reports received 2023 Year-to-Date by Domicile:

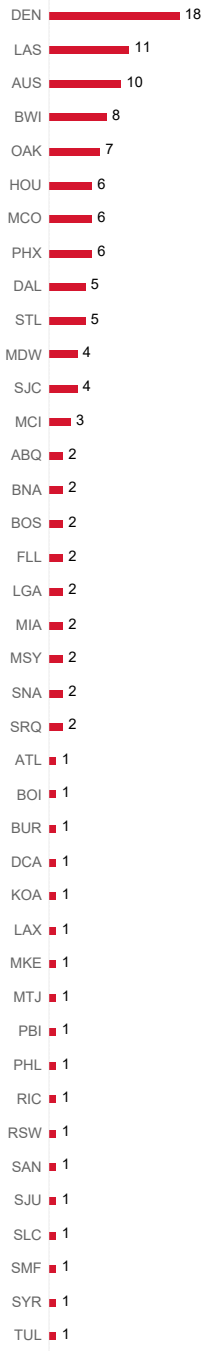
ATL = 1
AUS = 0
BWI = 7
DAL = 6
DEN = 15
FLL = 0
HOU = 6
LAS = 8
LAX = 4
MCO = 2
MDW = 14
OAK = 6
PHX = 2

Open Reports: 2
Paid – Operational Causation Year-to-Date: 31
Non-Paid – Operational Causation Year-to-Date: 0
Non-Paid – Non-Operational Causation Year-to-Date: 15
Non-Paid – No Crew Member Report Year-to-Date: 11
No Decision Necessary - Informational Only Year-to-Date: 6
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 02.27.2023 - 03.05.2023

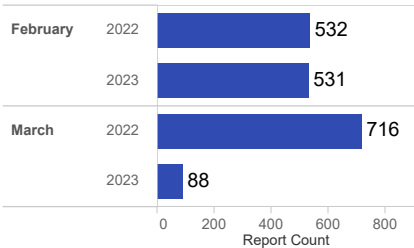
Hot AC Total by City



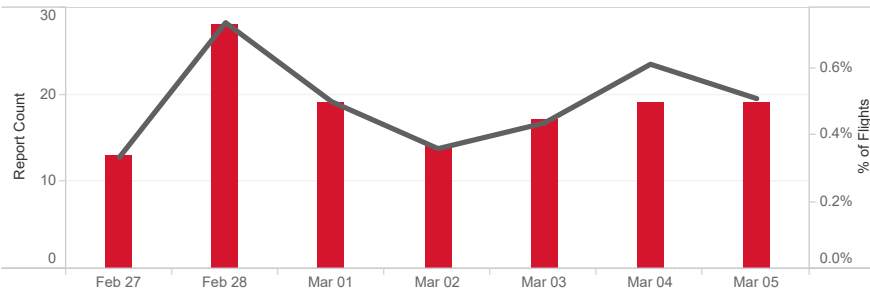
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	2/20/2023	2/27/2023	2/20/2023	2/27/2023
ACARS	148	126	-14.86%	
Inflight Form	2	3	50.00%	
Grand Total	150	129	-14.00%	

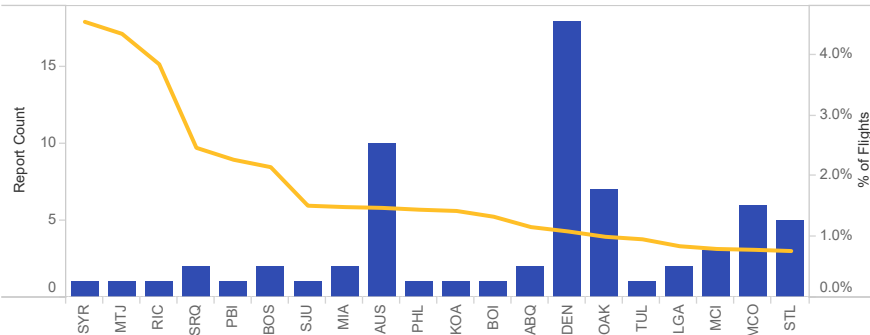
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



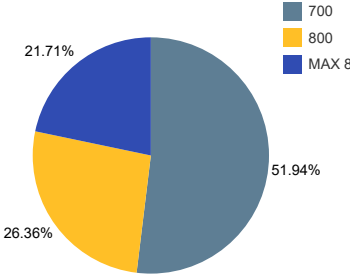
Stations - Top 20 Based on % of Flights



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	67	0.54%
800	34	0.56%
MAX 8	28	1.74%

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

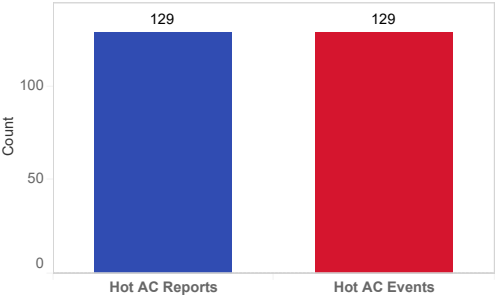
'Hot' Aircraft and Gates

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.

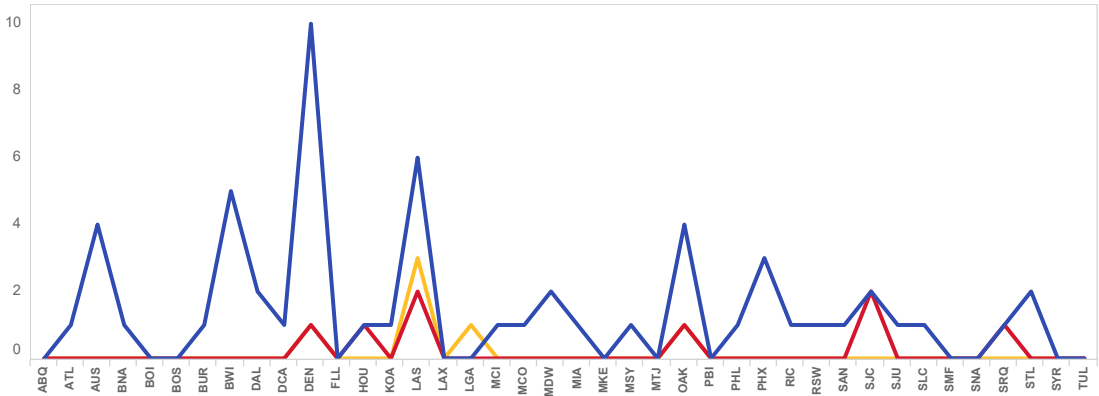


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	2/20/2023	2/27/2023
% Air Not Connected	44.59%	45.24%
% Ops Agent Not Present	16.22%	6.35%
% Ramp Agent Not Available	2.70%	4.76%

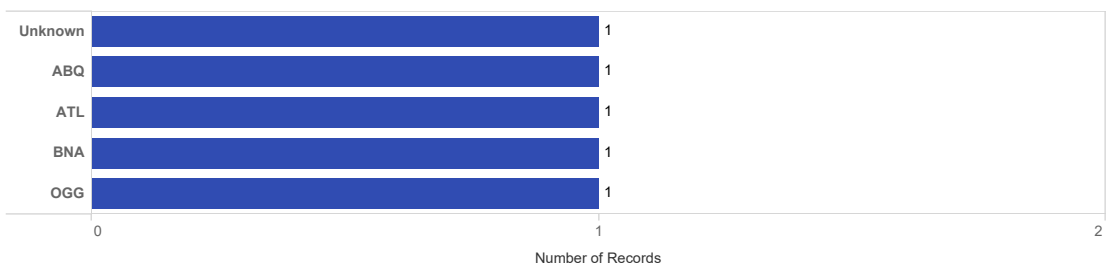


Good Job ACARS

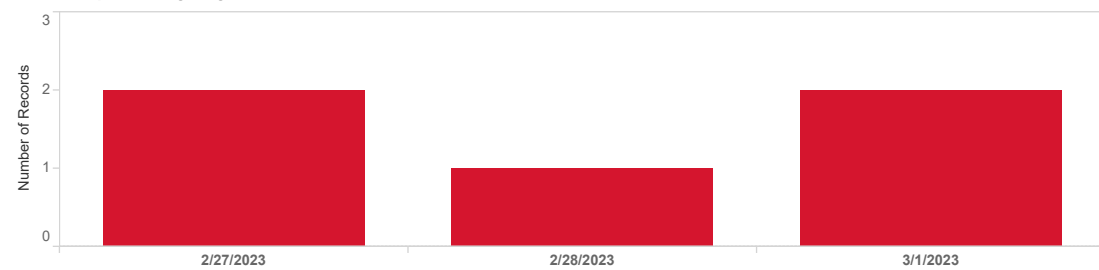
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 02/27/23 to 03/05/23

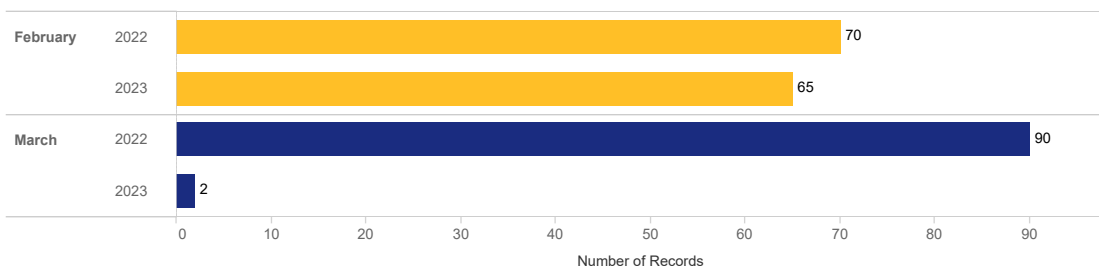
Pax Complaints by Originating City



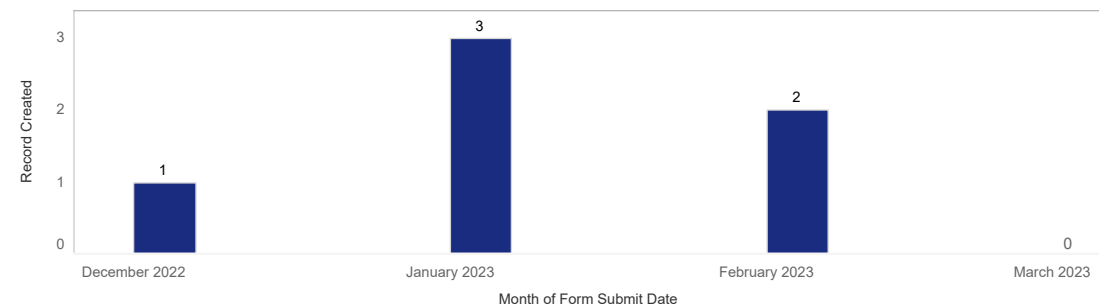
Pax Complaints by day



Year over Year Customer Complaints



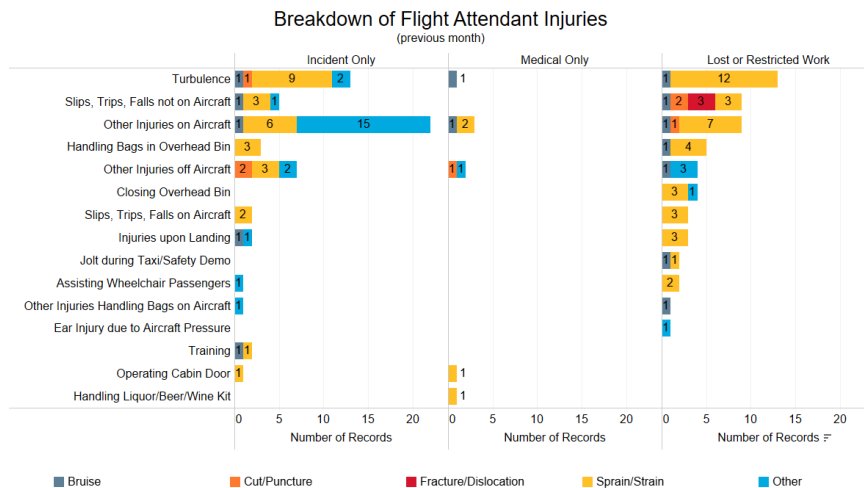
Monthly Inflight LINK Report Submissions | 3 Month Lookback



Current Flight Attendant Injury Analysis:

Breakdown of Flight Attendant Injuries (January 2023)

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

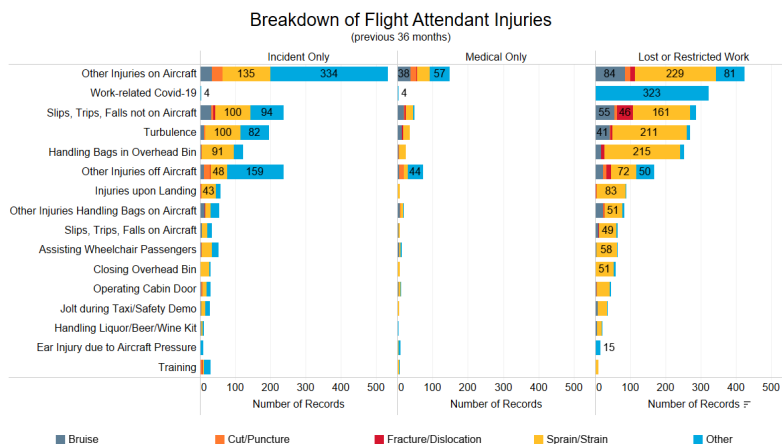


Key Facts:

- 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 increased from four in December to five in January
- Lost-time injuries upon landing increased from two in December to three in January
- Lost-time injuries from slips, trips, and falls not on the aircraft increased from eight in December to nine in January
- Lost-time injuries due to turbulence also increased from five in December to 13 in January

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

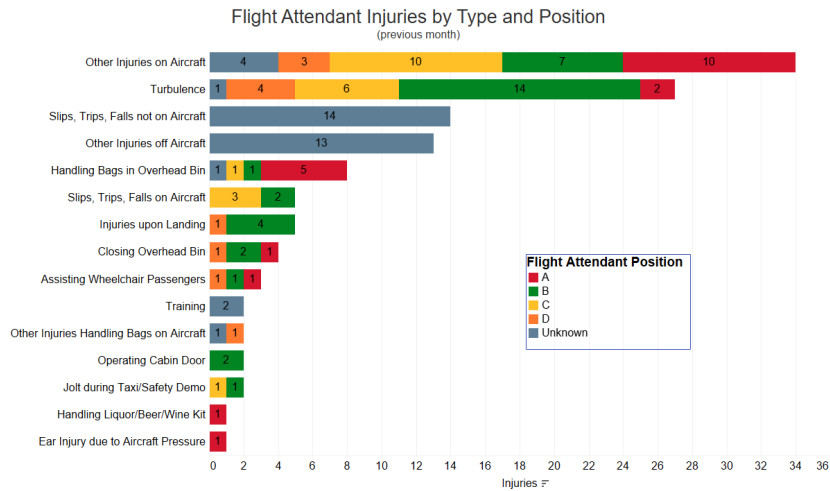


Key Facts:

- 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 (January 2023)

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

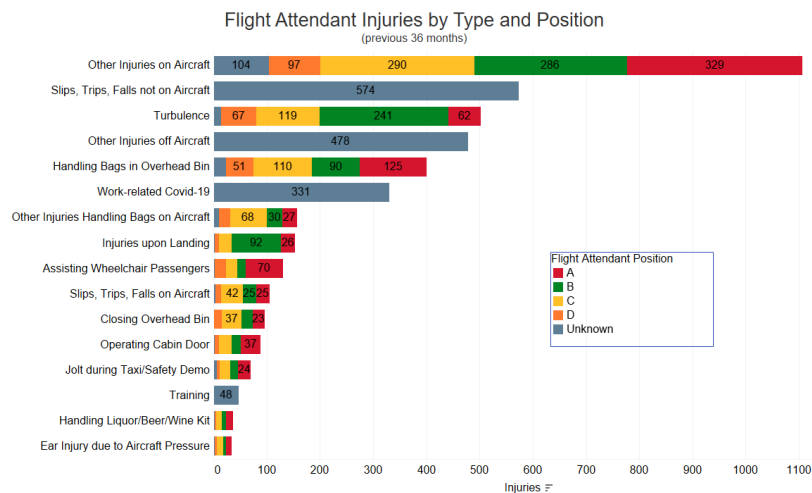


Key Facts:

- "B" position Flight Attendants accounted for 14 out of 27 turbulence injuries in January
- "A" position Flight Attendants were disproportionately represented in injuries while handling bags in 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



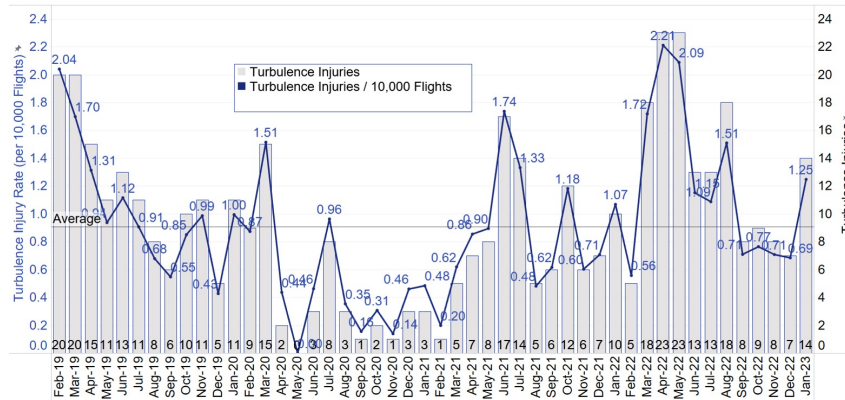
Key Facts:

- 48% 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

The turbulence injury rate for January is above the 48 month average for the first time in the last five months

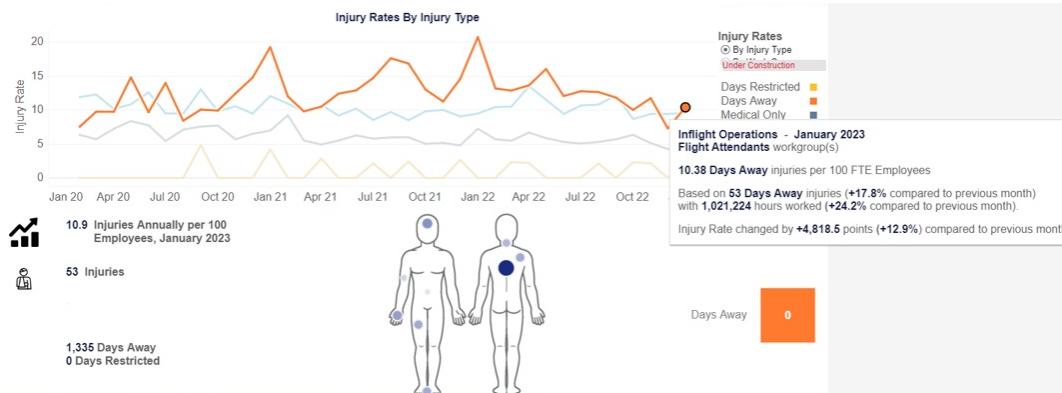
Flight Attendant Turbulence Injuries
Medical and lost time on-the-job injuries



Key Facts:

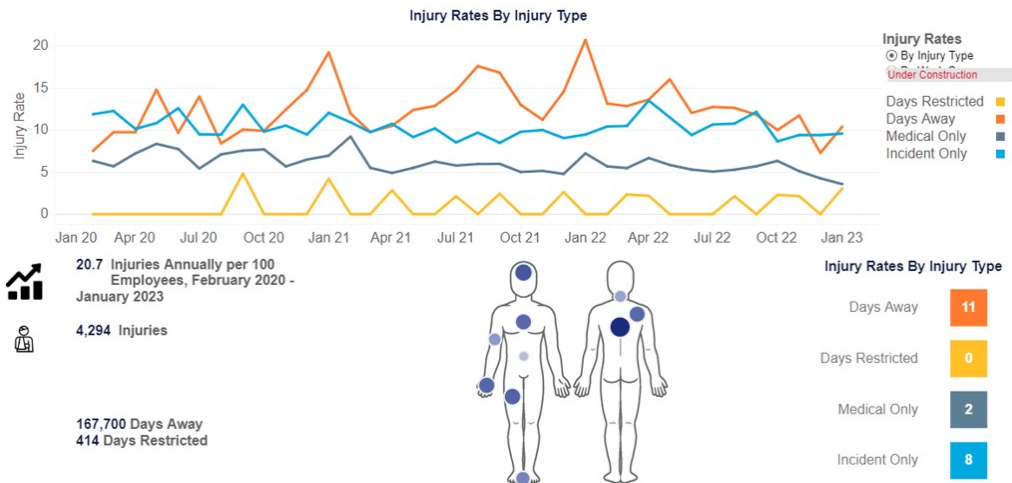
- Injury rates are in units of injuries per 10,000 flights
- Includes Flight Attendant injuries resulting from all types of turbulence:
 - Clear air
 - Mountain wave
 - Convective
 - Wake vortex
- Excludes "Incident Only" injuries (did not require medical attention beyond first aid and did not result in lost time or restricted duty)
- The turbulence injury rate in January was 1.25 injuries per 10,000 flights which is higher than the 48 month average of 0.90 injuries per 10,000 flights

Lost Time Injury Rate for January



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 once received)

Open Discussion Items:

Fatigue Risk Management Program moving to new reporting platform (SOAR)

Scheduled and Standing Meetings:

- February 28, March 7, 21, 28, April 4, 2023 – Safety and Regulatory Compliance Meeting with Steve Murtoff, Chase Magness and Dominick Renteria
- March 14, 2023 – Virtual Executive Board Meeting
- March 15 & 16, 2023 – FAA Safety Summit Washington, DC
- March 16, 2023 – Global Cabin Air Quality Executive (GCAQE) Furlong Research Update
- March 20, 2023 Fatigue Risk Management SOAR Platform Training
- March 23, 2023 – Spring ASAP InfoShare Final Planning Meeting
- March 27 - 30, 2023 – Spring ASAP InfoShare Baltimore, MD