



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

APRIL 2023 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
<p>The Civil and Human Rights Committee (CHRC) worked on articles for Asian American and Pacific Islander Heritage Month (AAPI) to be published throughout the Month of May. Pamila would like to thank TWU Local 556 Executive Board Member at Large Danny Modelo, Shop Steward's Teresa Maria Hank (LAS) and Heather Kelly-Gray (OAK) for assisting with AAPI Month. Pamila would also like to thank Education Committee Co-Chairperson Angie Kilbourne for creating the AAPI Month graphics.</p> <p>Pamila attended a meeting with the Mobilization and Organization Committee to discuss the Union Membership Card. Pamila attended several conference calls with CHRC committee Members throughout the Month of March. Addie Crisp, Las Vegas Shop Steward and CHRC Member attended the TWU International Working Women's Committee (WWC) Meeting held March 27 - March 31, in Washington D.C. The WWC Meeting was hosted by the TWU International and Civil and Human Rights Director Shirley Duff.</p> <p>WWCM Agenda included:</p> <ul style="list-style-type: none"> -Lobby Day Training - TWU Government Affairs Director Zack Katz, Legislative and Political Representatives, Matthew Hettich and Heather Lavery. -Lobby Day on Capitol Hill - Lobbying included Providing Urgent Maternal Protections (PUMP) Act. -The History of Working Women - Presentation by Jonna Huseman, TWU Senior Communications Specialist -COPE Presentation - Andrew Rangolan, TWU COPE and State Conference Director -Visit to the National Museum of African American History and Culture. -Working Women's Committee Reports <p>The TWU International held a press conference to support The Protection From Abusive Passengers Act with U.S. Senator Jack Reed, U.S. Representative Eric Swalwell and U.S. Representative Brian Fitzpatrick.</p>	

Report From:	CISM
Submitted Report:	
<p>Below is the CISM Monthly report for March. This has been the busiest month we have had in the history of CISM. We handled a total of 247 Events and spoke to a total of 676 Flight Attendants.</p> <p> Aborted Takeoff/Landing 3 Assault 1 Birdstrike 4 Bomb Threat 3 Carryover 1 Crew Member Harassment 2 Crew Member Illness 2 Death on Board 3 Debriefing/Defusing - Crew 1 Debriefing - Team Member 3 Evacuation 1 FADAP Team Referral 1 FA Death 3 FA Death of Family Member 4 FA Illness 4 FA Injury 8 FA Involved in Incident - Off Duty 2 Human Trafficking 1 Illness of Family Member/Caregiver Stress 4 Incident on RON 1 Lounge Mobilization - ATL 2 Mechanical 8 New Class Presentation 1 Other 3 Passenger Injury 2 Passenger Medical 101 Passenger Misconduct 23 Personal Issue 42 Slide Deployment - Inadvertant 1 Smoke or Fumes in Aircraft 1 Suicide Attempt/Intervention 1 Termination/Fact Finding 2 Turbulence 8 Total 247 FAs Assisted 676 </p>	

Report From:	Communications	
Submitted Report:		
Communications: Co-Chairpersons Ashley Breuer and Drew Shy Reports:		
March Communication Emails Sent		
Thank You for Registering! - DAL - Members	3/1/2023 12:22:40 AM	21
3 Day Prior - DAL - Member	3/1/2023 8:00:14 AM	22
Last Chance to Register - DAL Picket	3/1/2023 9:01:01 AM	17596
Live Update from Negotiations	3/1/2023 7:28:32 PM	17671
NT Update #66	3/3/2023 1:54:32 PM	17669
Protected Absence Changes	3/3/2023 7:27:35 PM	17670
New Hire Email #1	3/4/2023 8:00:27 AM	133
Southwest Airlines Flight 3923 Havana Evacuation	3/5/2023 3:22:33 PM	17669
2023 March Atlanta E-Connection	3/6/2023 10:44:31 AM	677
2023 March BWI E-Connection - 20230226_190711	3/6/2023 10:44:31 AM	1821
2023 March DEN E-Connection	3/6/2023 10:44:31 AM	2301
2023 March HOU-AUS E-Connection	3/6/2023 10:44:31 AM	1747
2023 March LAX E-Connection	3/6/2023 10:44:31 AM	966
2023 March MCO & FLL E-Connection	3/6/2023 10:44:31 AM	1552
2023 March MDW E-Connection - 20230226_192958	3/6/2023 10:44:31 AM	2127
2023 March PHX E-Connection	3/6/2023 10:44:31 AM	1708
Thank you, Members, for making your voices heard	3/8/2023 12:54:39 PM	17668
Tell us about your experiences with unruly passengers	3/14/2023 9:40:38 AM	15191
NT Update #67	3/15/2023 9:43:32 AM	15186
FAA Safety Summit 2023	3/17/2023 3:41:40 PM	15188
Shop Steward Newsletter - March	3/21/2023 12:00:20 PM	219
New Hire Email #1	3/22/2023 8:00:37 AM	83
Making our voices heard through informational pickets	3/22/2023 11:06:20 AM	15369
Winter Storm Pay for Reserves	3/23/2023 11:59:35 AM	15365
NT Update #68	3/24/2023 2:07:34 PM	15372
TWU Local 556 Participation in the FAA Safety Summit	3/25/2023 11:50:31 AM	15376
PHX E-Connection	3/27/2023 11:07:40 AM	1489

Catching Up with Local 556. #23-03	3/30/2023 2:00:08 PM	15447	15409
		243303	237649
<ul style="list-style-type: none"> • 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. • Women's History Month Social Media Biographies (x4) • Daylight Savings Time Graphic • St. Patrick's Day Graphic • Transgender Day of Visibility Graphic • The Communications Committee has been working with Tech Services to implement one-way text messaging. This is a 6+ month project. • 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 resolve them. 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. • TWU Local 556 will no longer be sending information emails to Southwest Airlines (@wnco.com) email addresses. This will go into effect on April 30, 2023. We encourage you to update your Union profile with a non-wnco email address. This will ensure you receive all Union communications. If you choose to leave your @wnco.com email on file, you will not receive communications from your Union. <p>Publications: Vice-Chairperson Mikita Johnson reports:</p> <ul style="list-style-type: none"> • No report submitted <p>Videography: Vice-Chairperson John Long reports:</p>			

- No report submitted

Report From:	COPE
Submitted Report:	
<p>Bryan Orozco reported that our TWU and other flight attendants unions attended the reintroduction of the Protection from Abusive Passenger Act on March 29th in Washington DC. This reintroduction has bipartisan support in the House with Rep. Eric Swalwell (D) and Rep Brian Fitzpatrick (R) and in the Senate Jack Reed (D). On March 30th we had our 556 COPE meeting, the topics that were discussed were FAA Reauthorization Act, Protection from Abusive Passenger Act, Cabin Air Quality Act, Stop Sexual Assault and Harassment Act, Global Aircraft Safety Improvement Act, Workers Comp and updates from the each state that were present. The next 556 COPE meeting is scheduled for May.</p>	

Report From:	Education
Submitted Report:	
<p>The Education Committee met in Dallas March 16-18 to film the Frequently Asked Questions to be utilized in Contract education. In addition to the Education Committee, members of the Communications Committee, Mobilizing and Organizing Committee and Tech Services Committee participated in the filming. These quick videos are in the editing process.</p> <p>The Education Committee finished editing a "Frequently Asked Questions about.....Payroll Reports," which was slated to go out around payday.</p> <p>The Education Committee has begun to meet every Thursday to discuss the progress of the Committee's projects.</p> <p>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). This time spent auditing and educating has alerted the Committee to new areas of our Contract that can be covered in Contract 101s and 201s.</p> <p>Work continues to be done on the "Welcome to" packets for each of our Domiciles and Satellite Bases.</p>	

Report From:	FADAP
Submitted Report:	
<p>The chair of the team, Tom Spillers: worked March 1st-19th and 26th-31st. Greer Steinke, East Coast Coordinator worked March 19th-26th. McArthur Stidom West Coast Coordinator, volunteers to help back up when needed.</p> <p>Total Hours worked FADAP Calls for March 91.0 hrs.</p>	

Report From:	FLOC
Submitted Report:	
<p style="text-align: center;"><u>Future Leaders Organizing Committee</u></p> <p>This quarters FLOC conference was held in Tulsa, OK from March 7th-9th hosted by TWU Local 555. Members in attendance for the conference were Genesis DaVoy and Denna Harrison. The conference focus was on Negotiation training. Speakers and Instructors brought in were Attorney Christina Gornail, whose expertise is in union-side labor law in the public and private sector and Attorney Holly Oliva-Van Horsten, whose expertise hails from labor and employment law. Members DaVoy and Harrison learned all facets of negotiating such as preparation, internal and external tables, tentative agreements, ratifications, as well as campaigning and enforcement. They also learned table strategy, member mobilization, legal options, and community action.</p> <p>For the second half of the conference those in attendance were separated into different sections and given real life cases of negotiations. Each section was separated and divided into “union” and management” at the negotiation table. From here members DaVoy and Harrison had to work through a mock negotiation for their assigned teams which played out over the course of two days. By the end of the conference both members were able to prepare, defend and create tentative agreements.</p>	

Report From:	Grievance
Submitted Report:	
<p style="text-align: center;"><i>April 2023 Grievance Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u></p> <p>312 total grievances:</p> <p>25 terminations 40 group grievances 56 non-term disciplinary 62 Attendance 129 individual contract</p> <p><i>Total Contract Grievances on file: 169</i> <i>Total Discipline Grievances on file: 143</i></p> <p><u>Settled and Withdrawn Report:</u></p> <p>In March, forty-five grievances were settled; of those fifteen were settled at the Step 2 level, eleven while preparing for Executive Board review, sixteen at the SWA Preliminary decision stage, and three at a grievance monthly Labor meeting. Thirty-eight grievances were withdrawn without prejudice and five grievances expired.</p> <p>Of the sixty-two Attendance grievances, nine are No-Shows, ten Unable to Contacts, twenty-five Failure to Reports, nine Sick Leave 1, one SL, one SLA, six No-Show Trainings, and one MBL.</p> <p>The fifty-six non-term disciplinary grievances consist of: forty-one written warnings, four final written warnings, four three-day suspensions, one six-day suspension, five thirty-day suspensions, and one under the “other” category.</p> <p><u>Fact-Finding Meetings:</u></p> <p>One hundred and five fact-finding meetings were held in the bases, in March 2023. A very busy month. We are continuing to see numerous cases of Probationary Performance issues. We also saw several cases of Theft, Dishonesty, Endangering the Life & Safety, Intentional Disregard of Assignment, Term level points, Social Media violations, and Drug & Alcohol issues. We continue to see numerous cases of Class 1.17. Please be in Base when you are supposed to for Reserve. We had seven more cases this month for the use of electronic devices and eighteen more cases of Unprofessional Conduct. Once again, 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>	

1,755 chat app messages received the month of March.

Board of Adjustments:

FA-March 30, 2023. *Settled.*

FA-April 25, 2023. *Settled.*

TBD-May 25, 2023.

Arbitration Schedule:

None scheduled.

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. *Settled. Not reinstated.*

Upcoming Grievance Meeting: The Union and Management have agreed to a Labor meeting to be held April 18, 2023.

Report From:	Health
Submitted Report:	
<p>Health Report – April 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>Aviation Safety Action Program (ASAP) – Reports in queue – 280</p> <p> ASAP Reports Year-to-Date: 706 Accepted Reports Year-to-Date: 425 Excluded Reports Year-to-Date: 1 Acceptance Rate Year-to-Date: 99.8% Exclusion Rate Year-to-Date: 0.2% Total Reports Received in 2022: 2901 Total Reports Received in 2021: 1999 Total Reports Received in 2020: 1356 Total Reports Received in 2019: 3014 Total Reports Received in 2018: 1961 Total Reports Received over the Life of Program: 17882 </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 352 reports and had to do research/follow-up on 21 of these reports. The 21 Emergency Declared reports each would require multiple follow-ups.</p> <ul style="list-style-type: none"> • 2023 1,067 • 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: 03/11/23 through 04/09/23 = 38

Reports in Queue = 5

Fatigue Reports received 2023 Year-to-Date: 110

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

ATL = 1

AUS = 0

BWI = 9

DAL = 8

DEN = 20

FLL = 0

HOU = 14

LAS = 13

LAX = 7

MCO = 5

MDW = 19

OAK = 10

PHX = 4

Open Reports: 2

Paid – Operational Causation Year-to-Date: 45

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

Non-Paid – Non-Operational Causation Year-to-Date: 35

Non-Paid – No Crew Member Report Year-to-Date: 16

No Decision Necessary - Informational Only Year-to-Date: 7

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.
- Turbulence injuries continue to be discussed as well as possible mitigations that could help in these situations.
- The discontinuation of the final walk-thru's is now in effect
- We attended the GCAQE virtually – the topic of discussion was research on testing after major fume events
- A debrief for the HAV evacuation was attended by TWU Health and Safety

Upcoming Meetings:

FAA Calls with Members on Passenger Misconduct Investigations
 Fatigue Risk Mitigation Meeting(s)
 Fatigue Risk Mitigation Platform Meetings
 ASAP ERC – weekly meeting with a day of prep/follow-up
 HASC – monthly meeting
 Health and Safety Round-up – Weekly meeting

Report From:	LODO
Submitted Report:	
<p>LODO Committee report for March Apr 6, 2023 Submitted by Claudio Adams</p> <p>In March, the LODO Committee received multiple emails due to the emergency landing on Mar 6, 2023, in Havana, Cuba. The aircraft had multiple bird strikes on take-off. The aircraft had to land in Havana again due to engine failure and smoke in the cabin. This particular flight had 2 LODO Flight Attendants working in the A and B positions, respectively The crew reported having challenges evacuating the aircraft but said having a second LODO was of considerable help. One of the emails received, attached to this report, is from Flight Attendant <u>Susana Rodriguez</u>, employee number 84646, where she requests the following:</p> <ul style="list-style-type: none"> • To add a second LODO FA (D position) to our Havana flights to improve and assure better safety procedures. She wants the Union to work on this with the Company, as flights to Cuba will increase in the future. • The D flight attendant should be the extra LODO on Havana flights, as they are mobile throughout the cabin, can assist during boarding, and can make PA announcements. • Currently, we have D lines with Havana flights on the first day and last day of a three day. She would like to encourage the Union to work with the Company to implement them into our LODO bid package. This is a safety concern. <p>On Mar 12, 2023, the LODO Committee met with the crew working flight 3923 as they arrived in Fort Lauderdale from their debrief with the company. The committee was able to ensure their well-being. It reassured them that it would communicate to the EB and the company the need and benefit of having two working LODOs on Havana flights. The LODO Committee has seen a substantial increase in Flight Attendants in the LODO program from around 250 to 303. Stats for the LODO Committee:</p> <ul style="list-style-type: none"> • 303 LODO Flight attendants • A total of 90 lines was distributed to the following bases: <ul style="list-style-type: none"> ○ BWI 25 ○ DAL 4 ○ DEN 2 ○ FLL 6 ○ HOU 13 ○ LAX 2 ○ MCO 28 ○ MDW 10 	

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Report From:	MOBORG
Submitted Report:	
Moborg continues developing it's Pass The Pin initiative. Moborg continues to develop it's initiatives designed to highlight the importance of TWU Local 556 Membership benefits afforded to all Members.	

Report From:	New Hire
Submitted Report:	
<p>New Hire Committee March 2023 Report Co-Chair: Danny Modelo</p> <p>Normal month with New Hire Committee "talks" schedule @ Wings/LEADS every Monday.</p> <p>New Hire Dinner @ TWU Offices scheduled every Monday evening for PM class</p> <p>New Hire Dinner @ TWU Offices scheduled every Tuesday evening for AM class</p> <p>Switched from Domino's Pizza to Papa John's Pizza this month.</p> <p>New Hire FA Candidates are now being required to wear their uniforms during their last week of training. They are given a reminder to bring a change of clothes so as to indulge in a beer or glass of wine during New Hire Dinner.</p>	

Report From:	Other
Submitted Report:	
<p>The Reschedule, 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, and we are also consulting with the Education Committee.</p> <p>To date, the RAC Audit Team has reviewed approximately 660 Members' December and January payroll reports from January 16 - March 31, 2023. We have also assisted the Grievance Team with auditing Members payroll reports whose submission to the Winter Storm Elliott Group Grievance was due to an issue with their pay. 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.</p> <p>We have identified numerous issues with Inflight Payroll Audit processes and have communicated our concerns and findings with President Lyn Montgomery, 2nd Vice President Corliss King, and RAC Chairperson Mark Torrez.</p> <p>The TWU Local 556 RAC Audit Team, with the support of the Executive Board was able to successfully get re-audits of over 3,000 Reserve payroll reports for discrepancies with the application of the Winter Storm/Gratitude Pay. Inflight Payroll Management sent out a communication advising Members that they would notice the additional (corrected) pay on their March 20, 2023 payslip. Shortly after we were notified of this email notice - TWU Local 556 Communications assisted in putting out a communication for Members to review their payslip for the additional (corrected) pay.</p> <p>We will have a final report of our findings for the May 2023 TWU Local 556 Executive Board Meeting. The RAC Audit Team would like to thank Executive Board Members Alison Head, Jamie Simpson, David Jackson, Drew Shy, Melissa Grube, and Mark Torrez who expressed interest in our process and attended our 03/24 Team meeting.</p>	

Report From:	Professional Standards
Submitted Report:	
<p>Professional Standards Activity Report for March 2023</p> <p>Company Policy 2 CRM 14 FAR 1 I.R. Filed 6 Internal Peer Support 7 Not Taken 5 Pilot Issue 3 Social Media 1 Unprofessional Behavior 6 Withdrawn 5 In Progress 2</p> <p>Total 52</p> <p>Positive Resolution 28 Unresolved* 22 In Progress 2</p> <p>Source: Phone 45 TWU Email Exchange 2 Pilot PS 5</p> <p>*Unresolved includes case categories: I.R. Filed, Not Taken, and cases where all parties could not be reached or did not return the committee member's call.</p> <p>Base Information</p> <p>ATL 2 BWI 5 DAL 1 DEN 8 HOU 1 LAS 11 LAX 5 MDW 8 OAK 4 PHX 2</p>	

Report From:	Safety
Submitted Report:	
<ul style="list-style-type: none">• Please see the attached April 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 May increased by 186 line positions, from 12,268 in April to 12,454 in May. The Scheduling Committee left 0 positions in open time for the month of May prior to VR line building.</i></p> <p><i>The Committee for the month of May wrote an average of 83.73% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a significant increase in purity from April by .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%. The average line paid 87.07 TFP average work days were 12.55. 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 80.92% pure lines, 38.17% all weekend off and 11.45% lines containing 3-on/off or 48-hour breaks. The average lines paid 93.12 tfps.</i></p> <p><i>The FLL Satellite base had an average of 82.76% pure lines, 31.9% all weekend off and 15.52% lines containing 3-on/off or 48-hour breaks. The average line paid 92.11 tfps.</i></p> <p><i>The Line Writers for May Primaries were:</i> Patrick Paladino, Lisa Trafton, Mark Torrez, Doreen Argyropoulos (volunteer), Shelley Taylor and Xander Ricker.</p> <p><i>The Line Writers for May Secondary Lines were:</i> Janet Lamy, Mark Torrez, Doreen Argyropoulos (volunteer), Patrick Paladino 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> <p><i>Xander Ricker and Mark Torrez have been working with the RAC on December meltdown pairings.</i></p> <p><i>Xander Ricker has been meeting with Gisela Alvarez on LODO agreement negotiations.</i></p>	

Report From:	Scholarship
Submitted Report:	
No report	

Report From:	Shop Steward
Submitted Report:	
<p>Shop Steward Committee Report March 2023</p> <p>The Shop Steward Committee continues to meet monthly with Grievance Leaders about procedural matters that have an effect on Shop Stewards. Answered and responded to all calls and emails sent to the Committee.</p> <p>Melissa continued to assist Alice and Kay for scheduling purposes for meetings. Melissa works with Marcy Vineyard with a weekly breakdown list for Meeting Lead's/Note-Taker's pay.</p> <p>March Melissa Grube& Drew Shy updated SpreadSheet for active Shop Stewards</p> <p>Prepare and distribute training materials for the shop steward virtual program</p> <p>03-09-2023 Roll out Shop Steward Program 03-19-2023 Invite email sent for Zoom on 03-24-23 03-20-2023 Monthly newsletter 03-23-2023 Committee Meeting -Review agenda for Zoom call on the 24th. 03-24-2023 Zoom debrief for Shop Steward Virtual Test Program</p>	

Report From:	Survey
Submitted Report:	
VeAnne reports the Survey Committee did not participate in any surveys for March.	

Report From:	Uniform
Submitted Report:	
<p>It has been an active few weeks since we met last month. I have met via phone with Tammi Fueling on three different occasions regarding clarification on interpretation of the new Appearance Standards verbiage, Cintas price increase, New Hire deductions and Allotment deposits, specific Member concerns and the consistency in Supervisor training and delivery.</p> <p>I feel that the verbiage in the new Appearance Standards , other promulgated publications and the conversations being had are in conflict. I also feel that certain sections of the new Appearance Standards for Above The Wing are confusing as certain Below The Wing are confusing in ways to our Members. We are working through this and I will keep you updated.</p> <p>An update on the Cintas price increase: The price increase was supposed to go into effect on April 1, 2023, however it has been postponed until further notice. Similarly, Cintas wanted to do a survey for our Members and they sent the unpublished link to Tammi, however when she clicked on the link it only asked about the pants.</p> <p>Deductions and Allotments still pose a problem for some of our Members. The Company is trying hard to fix this issue still and often have to manually override the errors. Members are encouraged to first alert their Base Admin about the discrepancy and if not rectified by the Company on their next paycheck to then forward to Tammi Fueling.</p> <p>I asked Tammi how the communication to all Base Supervisors is being conducted as I have seen more issues on the West Coast so far (so far). I mentioned the word "egregious" and how I felt from the emails not only I am receiving but the communication the Grievance Staff is hearing that it seems evident that not everyone is on the same page. She assured me she will work on that to make sure there is consistency.</p> <p>Earbuds are still on my radar. This is one of the conflicting communications I feel needs to be defined better.</p> <p>Lastly, it is no surprise that dress lengths are still an issue because of the words "in movement".</p>	

Report From:	Veterans
Submitted Report:	
<p>Danette Y. Foster, Chairperson TWU Local 556 Veterans Committee reports that Wayne Tipton, Vice-chairperson and Steve Losos of Local 591 and Chairperson of TWU International Legislative Committee, attended and participated in the Bataan Death March on March 19, 2023. The Bataan Death March is an annual march that takes place through the high desert terrain of White Sands Missile Range, Las Cruces, New Mexico, in honor of the heroic service members who defended the Philippine Islands during WWII, sacrificing their freedom, health and in many cases their lives. Military and civilian participants engage in either a 14.2 or a 26.2 mile course. They participate to give themselves a personal physical and mental challenge, for the spirit of competition, to foster camaraderie, or in memory of a relative or service member who died. Wayne marched in memory of PFC Patrick Devoe II, U.S. Army, who made transition March 8, 2009. PFC Devoe II's name was provided by the organization Memories of Honor whose purpose and mission is to ensure that every day is Memorial Day by being a living, breathing memorial through sports and other events so that the names and memories of fallen Americans are always remembered. Wayne and Steve successfully completed the 26.2 mile course; the thirty-five pound packs of rice they carried on their backs were donated to local food banks and shelters.</p> <p>The Veterans Committee continues to honor and support Active Duty Personnel, Veterans and their Families.</p>	

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;"> April 2023 Board Meeting (reflects March 2023 activities) </p> <p> TWU International Working Women's Quarterly Meeting </p> <ul style="list-style-type: none"> ● March 27 - March 31, 2023, Washington DC - Capitol Hill (Report Available in May 2023 EBoard meeting) ● Overview - <ul style="list-style-type: none"> ○ Dinner with Monserratt Garrbay - Assistant to Secretary of Education - AFL - CIO ○ Lobbying Training - International Staff - J Husseman, Zach, M Hettich ○ Lobbying - All states - Capitol Hill - Air Pump Act - Lactation Flight Attendants ○ International WWC - Restructure ○ African American History Museum ○ TWU 556 WWC Members <ul style="list-style-type: none"> ■ Latonia Benoit - Member ■ Renda Hobbs-Marsh - Chairperson ■ CHRC - Guest Addie Crisp ■ TWU 556 Treasurer - Guest Melissa Leyva ■ TWU 556 2nd Vice President - Guest - Corliss King <p> Grievance Staff duties - Monday - Friday 9 AM - 6 PM CST </p> <ul style="list-style-type: none"> ❖ TWU 556 Call Center ❖ Weekly Wednesday Staff Meetings ❖ Additional duties as assigned -Dual Signature for Treasurer ❖ Discipline / Contract Research for Step 2 Hearings ❖ Packet Construction for EB presentations ❖ Prep for Step 2 Hearings and EB Hearings <ul style="list-style-type: none"> o Step 2 Hearings with Inflight Labor Relations General Counsel o Merit Hearing Executive Board Presentations (Termination Hearings) 	



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

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: April 9, 2023
Re: April 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 - 280

ASAP Reports Year-to-Date:	706
Accepted Reports Year-to-Date:	425
Excluded Reports Year-to-Date:	1
Acceptance Rate Year-to-Date:	99.8%
Exclusion Rate Year-to-Date:	0.2%

Total Reports Received in 2022:	2901
Total Reports Received in 2021:	1999
Total Reports Received in 2020:	1356
Total Reports Received in 2019:	3014
Total Reports Received in 2018:	1961
Total Reports Received over the Life of Program:	17882

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 03/11/23 through 04/09/23 =	352
Emergencies Declared for Period 03/11/23 through 04/09/23 =	21

2023 Year-to-Date = 1067
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: 03/11/23 through 04/09/23 = 38
Reports in Queue = 5
Fatigue Reports received 2023 Year-to-Date: 110

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

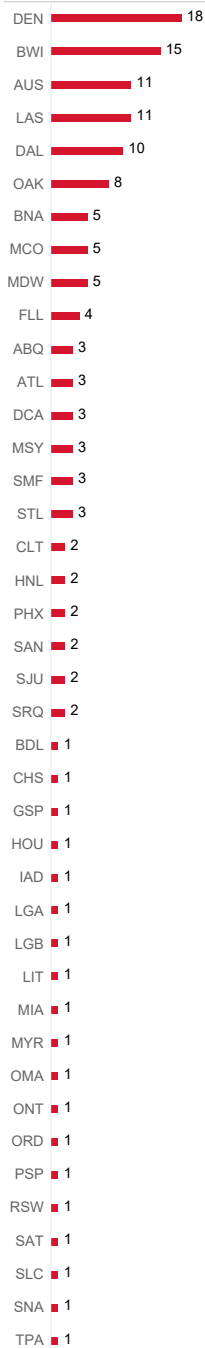
ATL = 1
AUS = 0
BWI = 9
DAL = 8
DEN = 20
FLL = 0
HOU = 14
LAS = 13
LAX = 7
MCO = 5
MDW = 19
OAK = 10
PHX = 4

Open Reports: 2
Paid – Operational Causation Year-to-Date: 45
Non-Paid – Operational Causation Year-to-Date: 0
Non-Paid – Non-Operational Causation Year-to-Date: 35
Non-Paid – No Crew Member Report Year-to-Date: 16
No Decision Necessary - Informational Only Year-to-Date: 7
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 03.20.2023 - 03.26.2023

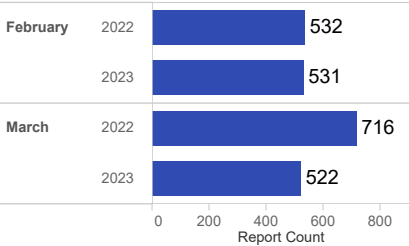
Hot AC Total by City



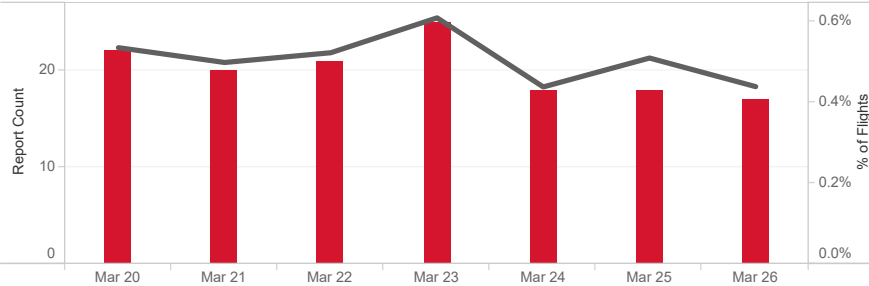
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	3/13/2023	3/20/2023	3/13/2023	3/20/2023
ACARS	152	141		-7.24%
Grand Total	152	141		-7.24%

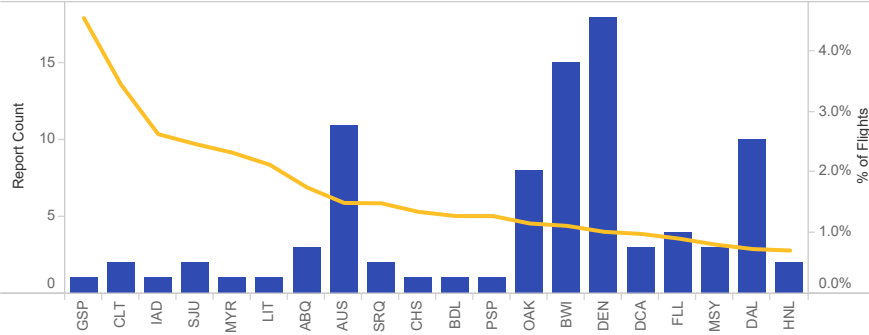
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



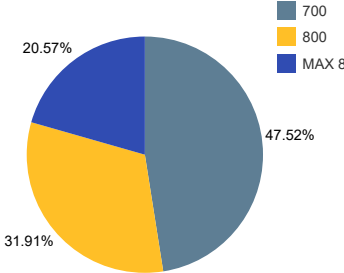
Stations - Top 20 Based on % of Flights



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	0.52%
800	45	0.68%
MAX 8	29	1.47%

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

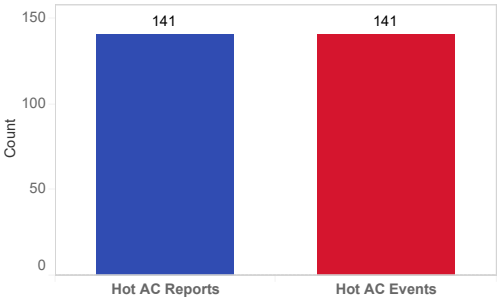
'Hot' Aircraft and Gates

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.

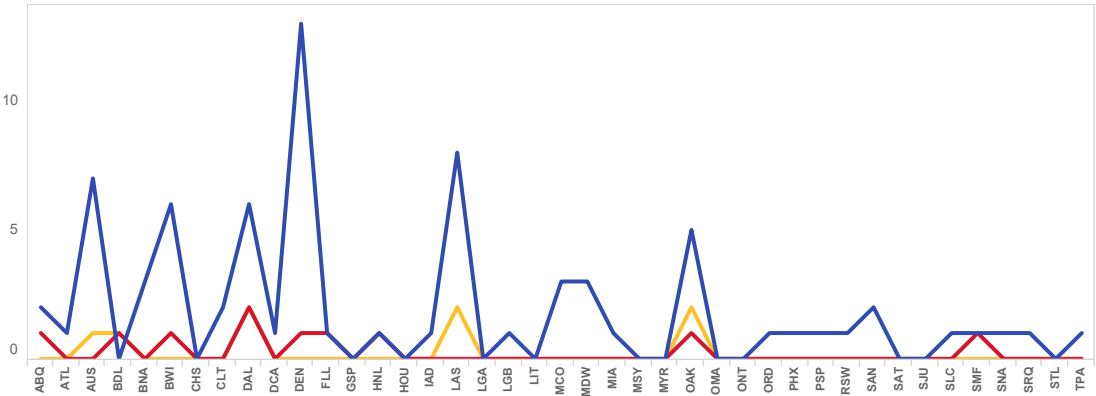


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	3/13/2023	3/20/2023
% Air Not Connected	43.42%	53.90%
% Ops Agent Not Present	9.21%	7.09%
% Ramp Agent Not Available	8.55%	5.67%

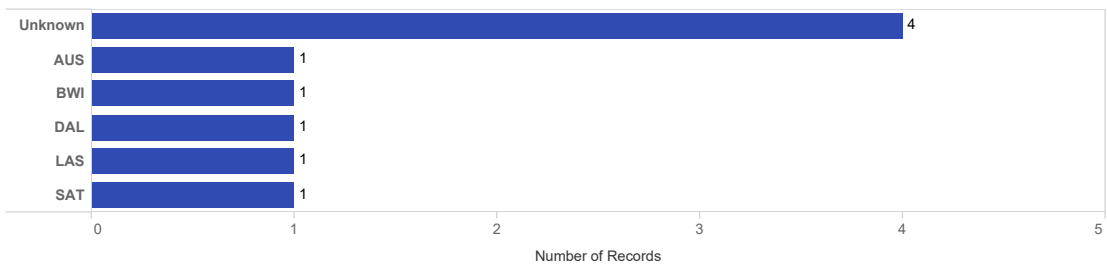


Good Job ACARS

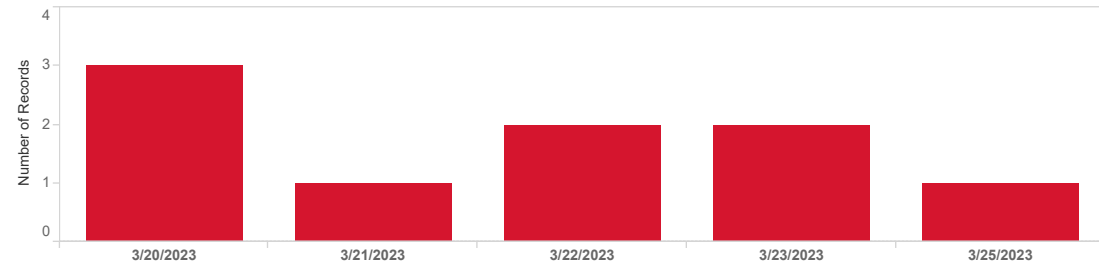
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 03/20/23 to 03/26/23

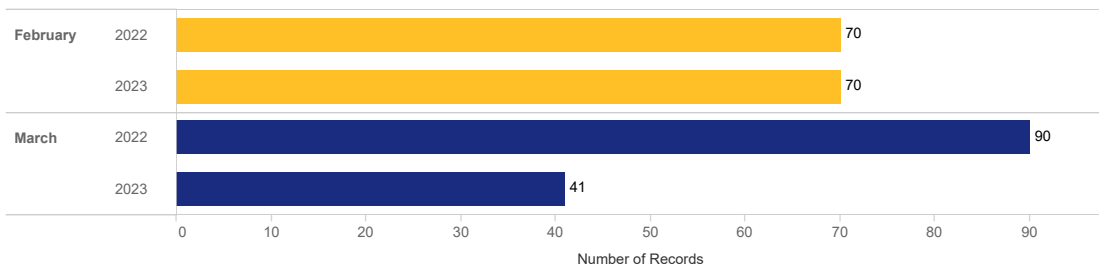
Pax Complaints by Originating City



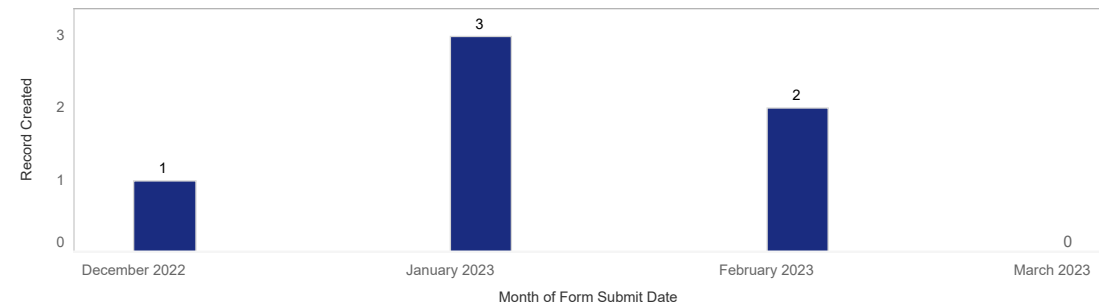
Pax Complaints by day



Year over Year Customer Complaints



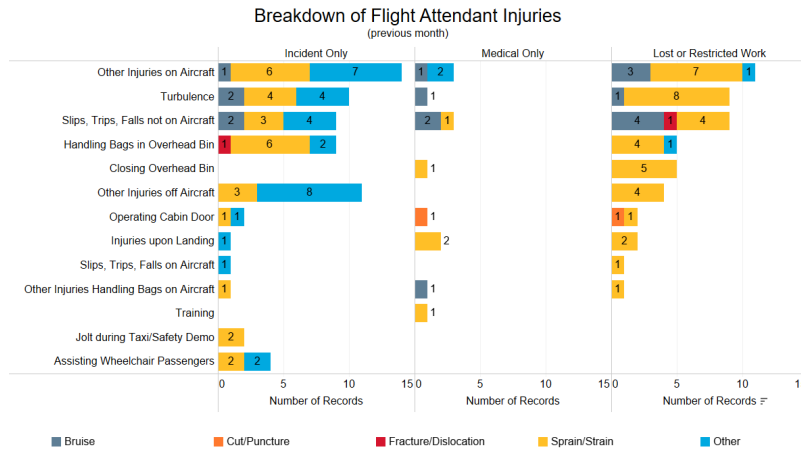
Monthly Inflight LINK Report Submissions | 3 Month Lookback



*Current Flight Attendant Injury Analysis:

Breakdown of Flight Attendant Injuries (February 2023)

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

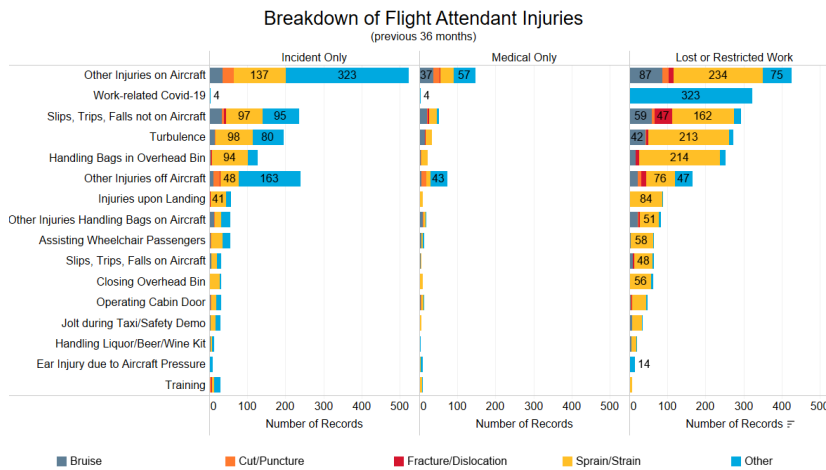


Key Facts:

- 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 remained at five in both January and February.
- Lost-time injuries upon landing decreased from three in January to two in February
- Lost-time injuries from slips, trips, and falls not on the aircraft remained at nine in both January and February.
- Lost-time injuries due to turbulence decreased from 13 in January to nine in February

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

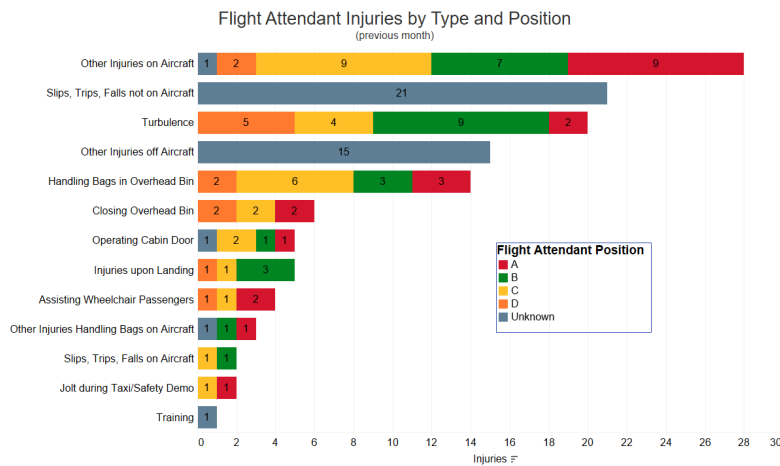


Key Facts:

- 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 (February 2023)

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

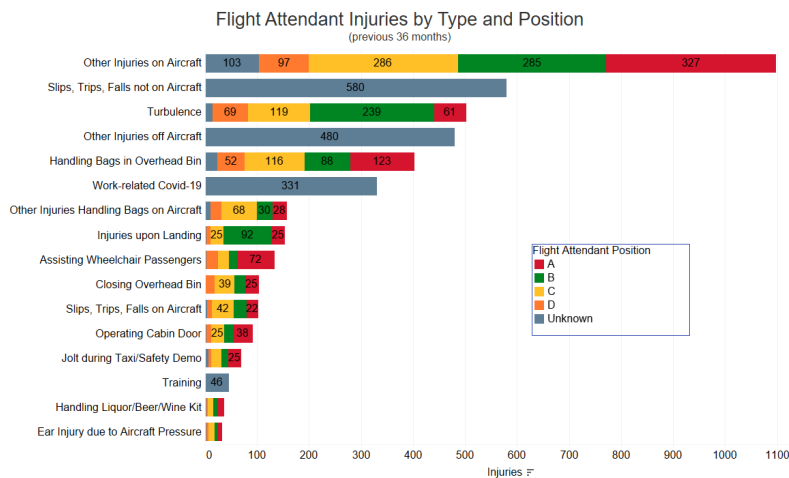


Key Facts:

- "B" position Flight Attendants accounted for 9 out of 20 turbulence injuries in February
- "C" 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

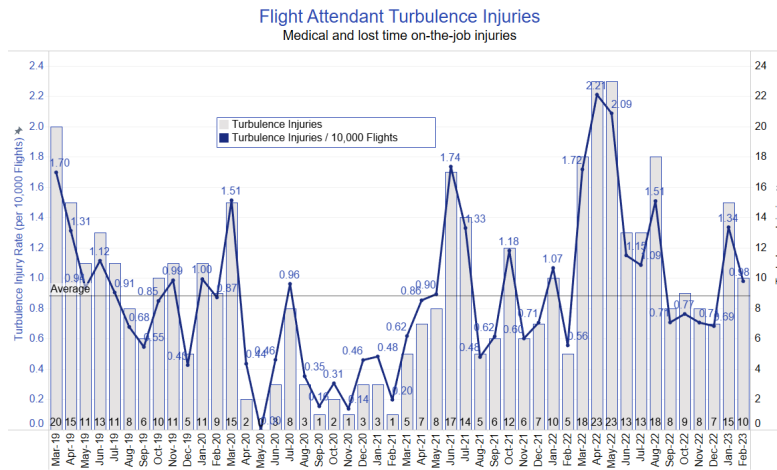


Key Facts:

- 48% of turbulence injuries involved 'B' Flight Attendants
- 60% of injuries upon landing involved 'B' Flight Attendants
- 54% of injuries while assisting wheelchair Passengers involved 'A' Flight Attendants

Flight Attendant Turbulence Injuries

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



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 February was 0.98 injuries per 10,000 flights which is higher than the 48 month average of 0.88 injuries per 10,000 flights

* Please note: the last two slides from previous reports which were coming from the Injury Drilldown Dashboard have been removed from this month's report because tenure and work group classifications are being reviewed and may be subject to change. The data for the remaining slides will also be validated next week however they do not seem to be as affected. We will be updated on the status of this validation process at some point this week.

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

Open Discussion Items:

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

SOAR Phase 1: Documentum Replacement

Mission: All safety reporting across the company will be on one platform, currently in phase 1. SOAR Phase 1 replaces the unsupported Documentum platform with a Salesforce platform, and the new SWA Reporting application will launch in Q2. SWA Reporting App will launch on April 18 with fatigue and SRS reports. We anticipate IRs to launch Q3 2023.

Soar SWA Reporting - Fatigue

The new SWA Reporting App provides several benefits, including automated processes that will reduce manual errors and maintain data integrity.

FAs will access the fatigue report via: SWA Reporting app on IEFB, SWALife>My Work>Inflight>Reporting>Fatigue Reporting for FAs (backend users will access the fatigue report via SWALife).

Process Improvements and Overall Enhancements:

Data maintained in one system (currently multiple platforms & email)

Automated notifications to users throughout process

Mobile interface for greater accessibility and ease of use (offline capability on roadmap)

Automation reduces work for base managers and crew schedulers.

Standardized data (where appropriate) with Flight Ops and additional data captured can support Inflight schedule planning.

Automated messages will be generated, auto email and CWA message sent to FA.

No fly event automatically populates.

Base manager determines pay.

All data is in one stop shop

Communication and Training:

Next Week: Poster at Bases and RT locations, digital sign at Bases

Week of 4/3 IIOTG

Week of 4/10 RBF

Tentative Mid May reminder communication

Training

3/20 Fatigue review committee training

FAs will receive a mobility guide and a short instructional video

RT content will be updated May 1 and Initial Training will be updated with first June class.

Scheduled and Standing Meetings:

- March 21, 28, April 4, 11, 18, 25, May 2, 9, 16, 2023 – Safety and Regulatory Compliance Meeting with Steve Murtoff, Chase Magness and Dominick Renteria
- April 11-12, 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
- April 5, 12, 19, 2023 –ASAP ERC Meetings