



The Union of Southwest Airlines Flight Attendants

TWU Local 556 Safety Team

Michael Massoni – 1st VP and National Safety/Security Coordinator

*...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: Cuyler Thompson, Recording Secretary
Date: December 13th, 2008
Re: December 2008 EB Safety Team Report

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

Aviation Safety & Health Data Base (ASHDI) – Reports Under Review = **1**:

<u>Report</u>	<u>Acceptance Deadline</u>
ASHDI 1641 (Safety Related – LAV Fluid Leak)	Wed 01/28/2009

ASHDI Incident Reports received to date:

- All Sponsor Unions / TWU = **3298+ / 218**
 - Accepted Reports to date (TWU) = **147**
 - See Attached Detail
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Southwest Airlines Event Notification System (ENS)
Fielded Events for Period:

- 10/10/08 through 12/13/08 = **246**
- Emergencies Declared = **31**
- ALL OF 2008 to Date = **940**
- ALL OF 2007 = **940**
- ALL OF 2006 = **858**



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On Thursday, December 11th at 10:00 a.m. we had a **Full Activation Emergency Response Notification test**. Here are the results.

Calls handled by the system:

Outbound calls	= 1844
Inbound calls	= 162
Total calls	= 2006

Time to complete first round calls was 63 minutes.

Out of 127 teams, 9 had no response (system was unable to contact anyone on the team). This is a 93% response rate by teams, and a slight increase over the last test.

Out of 549 persons possible to contact, all are now required to respond. We had 409 respond for a response rate of 74.5% at the person level (an improvement over 69.4%).

18 of the 127 teams had only a partial response (<50% of compliment). This was a significant improvement over the last test.

Overall the test proved our automated system is working properly and within the performance criteria we require.

The FAA Fatigue Study is in process and some of our Members have been asked to participate. All facets of the study are being managed by the FAA out of the Civil Aerospace Medical Institute (the research arm of the FAA). If you receive calls on this issue we would like you convey to our Members that we fully endorse the survey and strongly encourage their participation, should they have been chosen to take part in it. This study will help the FAA and Industry more fully understand Flight Attendant's challenging work environment and may help create better duty time and rest regulations in the future. Here is the most current study summary:

1. The Feasibility Study was solicited last week, as a call for volunteers to test out our equipment and procedures in preparation for the full Flight Attendant Fatigue study to begin in January. The timeline for this small (9 max) study is beginning now for recruitment; training on how to use the equipment beginning December 9; data collection beginning on December 12, continuing to December 21. I stressed that this is to be an equipment and procedures test only, not a performance data collection.
2. This "Feasibility Study" is being conducted by our Cooperative Agreement partner IBR, not CAMI, so this will be anonymous to the FAA. The same goes for the full study.
3. Projected start of recruitment for the full Flight Attendant Fatigue Field study will begin on January 5, with volunteers invited to send contact information to IBR. Within 2 weeks (and probably sooner), the first selectee(s) will be contacted by IBR. First participants will start data collection @ January 19th.



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4. Tom Nesthus noted that the process for selection is set up by IBR to choose a representative sample of all interested groups, ranging in seniority and in type of flights, specifically so that no one group or interest would have an unfair representation and no unfair influence. The selection process is for statistical scientific purposes, and is designed so that no group, interest, or individual could skew the results.
5. For the Full FA Fatigue Study, we are looking for 210 volunteers, but we only have equipment enough to run 40 or so at any given time, so this study will be spread out over a period of 5-6 months. Everyone who volunteers will be contacted, but may not be asked to start for a period of several months down the road. And as noted above, not everyone who volunteers will be selected for scientific and representational reasons.
6. A complete update to the study and its progression was reported, via conference call, to the Coalition of Flight Attendants in New York City last week.

The 4th Quarter Safety Representative Meeting was held on December 3rd in attendance representing the TWU 556 Safety Team was: Michael Massoni, Gwen Dunivent, John Dipippa, Mark Torrez and Justin Whittington. Topical details included:

An Air Quality Study is going to be performed on 40 of our flights with SWA being the 1st domestic carrier to participate. The only other carrier participating is Singapore Airlines. The air quality test will involve a survey for passengers and crew members to fill out during the flight. The individual conducting the tests will be onboard and the machine that will be used to measure the air quality will be under their seat and a sensor will be taped to the back of the seatback at breathing level. The tester will be sitting in the mid part of the cabin, but not in the OWWE and will provide the tests and pens and will collect them at the end of the flight.

We had the opportunity to see a beta version of one of the online RT screens. Some of the benefits of online RT are a shorter class time and the elimination of the home study and online exam. The RT team has enough online content for 4 hours with the FAA maximum being 5 hours.

The top 5 Injuries YTD are as follows: Object being lifted or handled, Turbulence, Slip/Trip/Fall, Pushing/Pulling, and Collision with a fixed object. In regards to the lifting injuries, the bulk of them came from lifting passengers bags. The YTD dollar amount based on claims filed for lifting injuries is \$1,185,388.81 as of 10/08.

One of the main reasons for smoke in the cabin can be attributed to inoperative Gasper Fans. MX doesn't usually service these fans until they go out, but now they have decided to install a vibration monitor, which will let them know if a Gasper Fan is out of balance as this is usually a precursor to failure of the part.

Ground Ops QA came and visited us and they said they perform audits on Deicing, Flight Paperwork, and the Ramp area. They announce to the station when they are coming out the 1st time and if they see problems, they address



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them then. Finally, they come back a second time for an unannounced visit to see if proper Safety procedures are being followed.

On the Regulatory front, a question was posed to Brent Harper about checking a passenger's bag if it is too heavy. According to Brent, we don't have the right to tell a passenger that their bag is too heavy and we will have to check it. One other question posed to Brent was about checking UM's bags and Brent said that this is a discrimination issue.

Lastly, we got to see the new AirNotes and that the information on the note follows the format of filling out an online Irregularity Report (IR).

OPEN DISCUSSION ITEMS:

- Drug and Alcohol Testing Program Vendor, Testing Equipment and Laboratory Changes
 - Reaction and Response
- Health Coordinator Selection and Start Date
 - Michele Moore beginning January 2, 2009
- TWU International Safety Department Reorganization and Task Force
 - Ed Watt – Mark Johnson – Michael Massoni
- ASAP Progress Report
 - MOU Status – Technology Challenges – Timeline

STANDING MEETINGS:

- Thursday December 18th, 2008 @ 0830 – VP of Labor Relations (Joe Harris)
 - Drug and Alcohol Program Changes
- Friday December 19th, 2008 @ 1000 – HASC
- Friday December 19th, 2008 @ 1200 – Michele Moore
 - TWU National Health Coordinator Appointee
- Tuesday December 23rd, 2008 @ 1000 – TWU International
 - Safety Department Reorganization Task Force