

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: July 15th, 2009
Re: July 2009 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 = **3**:

<u>Report</u>	<u>Acceptance Deadline</u>
ASHDI 1670 (AIR QUALITY INCLUDING TEMPERATURE)	Fri 6/19/2009
ASHDI 1681 (AIR QUALITY INCLUDING TEMPERATURE)	Thu 9/24/2009
ASHDI 1682 (AIR QUALITY INCLUDING TEMPERATURE)	Thu 9/24/2009

ASHDI Incident Reports received to date:

- All Sponsor Unions / TWU = **3399+ / 248**
 - Accepted Reports to date (TWU) = **167**
 - See Attached Detail
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Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- o 06/11/09 through 07/13/09 = **107**
- o Emergencies Declared = **14**
- o ALL OF 2009 to Date = **815**
- o ALL OF 2008 = **940**

ALL OF 2007 = 940

- On Tuesday June 30th, 2009 TWU 556 1st Vice President and National Safety/Security Coordinator Michael Massoni and TWU 556 Treasurer John Parrott met with Mike Van De Ven, Daryl Kraus, Greg Crum and Mike Hafner to discuss **regulatory interpretations of what may or may not be placed in seat back pockets**. After careful consideration, it was decided that further clarity in manual

language and guidance to the Flight Attendant group was required on the matter. The Union and Company agreed to work jointly on the manual and guidance changes in order to better ensure consistently sound compliance with the applicable FAA regulations and guidance materials concerning this issue.

- Southwest Airlines is in the process of converting its **Emergency Response automated notification system from Dialogic to Varolii**. Varolii will attempt to notify a person by using all contact methods including cell phone, office number, home number and e-mail address. Tests of the new system will be conducted multiple times, usually monthly. The next such test will be Thursday July 16th at 1000AM CDT. All primary and secondary accident and incident respondents should be prepared to react during these tests. The Emergency Response Notification User Procedures Guide is attached for those individual Board Members who may need to act in response to these tests.
- **The TWU International Health and Safety Task Force (ISTF)** of which TWU 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni is a Member, prepared its draft of the "Report to the International President" for submission to the International Convention Program in September. A confidential copy of the draft submission is attached to this report as an Executive Board preview.
- The Emergency Response Department is conducting a **Family Assistance Exercise on July 30, 2009**. This exercise will be very different than what has been planned in the past. The focus will only be on Family Assistance (which will include assistance to the Families of the Accident Crew). We have been coordinating with Inflight CISM (Eileen Rodriguez), but are unsure of Flight Ops CISM participation at this point. TWU 556 will participate in the exercise and be represented by our National Health Coordinator, Michele Moore.

July 17th, 2009 Inflight Injury Prevention Team Meeting Report:

- Flight Ops Safety – Flt Ops has been working with MX regarding the increase in pressurization events. Ryan explained that we had a group of incidents in March and in May and none of them were the same issue. Boeing is also aware of the issue and is looking to solve it as well.
 - o Questions- Could we get specifics from the crews as to how they handled the masks dropping? Could we add the number of decompressions to our Weekly Operation Update? Could we publish information similar to the info Flt Ops published regarding the increase in pressurization issues?
- Turbulence- Flt Ops is putting an article in their quarterly magazine regarding turbulence and the importance of communicating. Our turbulence injuries for May were down from last year and they continue to decrease in severity.
 - o Question – Could we publish something telling Flight Attendants that they can choose not to serve without waiting on the pilots? Can we issue a reminder that if no preflight briefing is given then the A must ask for one? And remind pilots and Flight Attendants that the briefing is not just about weather?
- Regulatory – Procedural Compliance 4th Jumpseat – How often are we asking them to move to the front jumpseat? We will be putting out a Company wide communication regarding moving to the fwd jumpseat for safety reasons.

- o Cleared for departure PA – “A” must be buckled in before “cleared for departure PA” is made. This is a check and balance system and needs to be adhered to always. If “C” makes the PA early, “A” needs to remind them to wait.
- Medical communications - Are people getting through? According to STAT MD, only 30% of phone calls are getting through. The number increases to 60-70% when the pilots can hear both sides of the conversation. The biggest complaint is that Flight Attendants do not have the information ready when they call and STAT MD needs this information immediately so a decision can be made if a diversion is needed. There will be some changes to the STAT MD procedures.
- IR's- What are the issues heard about completing IR's? There will be more communication such as media tile, posters, etc. reminding Flight Attendants where to find the IR application, etc.
- A new bulletin goes into effect today and the question came up regarding how to know the difference between a service animal and a pet. Brent stated that if they board with the animal in a carrier, then it is probably a pet. Passengers are being informed of the pet policies via southwest.com, a handout, and CS&S. The specials sheet will not tell you how many pets are on board. On June 28, there will be another bulletin regarding some changes to the PPE and there will be a new revision in July.
 - o Questions – Will we put something out regarding Kindles and the policy on them for take off and landing? Brent explained that it falls under the Portable Electronic Device (PED) policy. He also went on to explain that we tested noise cancelling headphones and they do not interfere with our equipment and that is why we allow them as opposed to other Portable Electronic Devices. Another question was asked as to whether or not we could put preflight info on the screens in our boarding areas, such as carry-on info and Portable Electronic Device info.
- Scorecard - Review of injury numbers. Turbulence injuries for May are at 9 compared to 20 last year. There was turbulence but the communication between the Pilots and Flight Attendants seems better according to the IR's. The suggestion came up to share some of the good IR's at the next meeting.
- SRS Update – 170 reports have been submitted in 62 days. 6 have been via phone and 10 have been anonymous reports. We had 10 rejected reports that were not deemed “Safety related.” There was a blurb on SWALife on 6/17/09 regarding the SRS program and how it has increased visibility and communication. Two charts were handed out showing what departments have had SRS reports regarding them and the areas of concern. Hopefully the SRS link will be available under quick links soon.
- Safety Days and Lounge Mobilization Days - Some of the topics that came up at the lounge mobilization day were dbi latching of galleys, -700 jumpseat bar, oversized luggage, and turbulence communication. Regina also asked if each Station has personnel to clean up vomit and the answer was yes. There was discussion about BWI, OAK, and MCO having a Safety Day soon and MDW will have the big Safety Fair in September.
- Cabin Appearance/ MX issues – A copy of the information that was distributed to the pilots regarding the MX/cabin appearance section on the drink order pad was handed

out. Some revisions are being made to the drink order pad. After the changes are complete, we will put out an RBF to the Flight Attendants to remind them of this section. The suggestion came up to make a poster for the Safety Boards pointing out the area as well.

- Continue turning in information on smelly lavatories so they can continue to be fixed.
- Ground Ops/ Oversized luggage – Ground Ops is conducting an audit on Customer carryon/oversize bags. Victor will check with Scott and see what other initiatives Ground Ops is working on to help with oversize luggage. Inflight and Ground Ops both need to be consistent and apply the procedures we have regarding luggage in order to help the situation.
- Door drains – The amount of time in between cleaning the drain has been increased and this should help the odor coming from the drains. Please continue to submit Irregularity Reports with the aircraft number so we can get those cleaned quickly.
- Other items - Chris Woodard also discussed the new thinner seat bottom cushions that will be on the aircraft starting in 2010 and they are lighter and eliminate the need for 3 types of cushions. As of September 1, all references to seat bottom flotation devices will be removed from the aircraft and Public Announcements (PA).
- PPE and Biohazard clean-up kit- A picture of both kits was passed out and they will start being placed on the aircraft as the supplies of the current kits run out.
- AM cleaning checklist – Alex was discussing the fact that Flight Attendants are not filling out the checklist properly. Chris Woodard explained how important it is to report issues so they can be addressed. Alex is willing to write an article on this for Onboard.

OPEN DISCUSSION ITEMS:

- OSHA 300 Logs (**see attachments**)
- Meeting w/Sonia Lacore – Health and Safety Related Committees (CISM & Professional Standards)
- Civil Aerospace Medical Institute Registrations (**see attachments**)
- TSA Secure Flight Program Implementation

STANDING MEETINGS:

- Friday July 17th, 2009 – Meeting with Mike Van De Ven – RE: N387SW Operating as WN2204
- Friday July 17th, 2009 – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- Wednesday August 5th, 2009 – Follow-up Meeting w/Sonia Lacore & Lindsay Lang – Health and Safety Related Committees (CISM & Professional Standards)