

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; Kyle Whiteley
Date: February 14th, 2011
Re: February 2011 EB Safety Team Report

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

Aviation Safety Action Program (ASAP) – Reports Under ERC Review = 10

<u>ID</u>	<u>Event Date</u>	<u>Status</u>	<u>Summary</u>
15	12/20/2010	Additional information submitted to ERC	Incomplete revision
22	12/31/2010	Additional information submitted to ERC	MX and Flight Deck CRM
23	1/2/2011	Additional information submitted to ERC	carryon item stowage
26	1/2/2011	Additional information submitted to ERC	A/C Boarding without Pilots
27	1/11/2011	Additional information submitted to ERC	Deicing fluid entered aircraft
33	1/25/2011	Sent to ERC for review	Boarding procedures not followed
34	1/27/2011	Sent to ERC for review	Missing bulletin
35	1/27/2011	Sent to ERC for review	Flight Attendant manual not current
36	1/30/2011	Sent to ERC for review	Failure to be in boarding positions
37	2/4/2011	Sent to ERC for review	Passenger injury

ASAP Reports received to date: **37**

- Accepted Reports to date (TWU) = **27**

Aviation Safety & Health Database Int'l (ASHDI) – Reports Under Review = 0

Report **Acceptance Deadline**

ASHDI Incident Reports received to date:

- Accepted Reports to date (TWU) = **190**
-

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 12/11/10 through 02/14/11 = 415
- Emergencies Declared = 78
- All OF 2011 to Date = 146
- ALL OF 2010 = 1413
- ALL OF 2009 = 1210
- ALL OF 2008 = 940

-
- Meetings took place between TWU Local 556 Safety and Security Coordinator, Michael Massoni and Inflight Safety and Regulatory concerning a **Communications Campaign on the subject of proper boarding procedures as outlined in the FAM and GOM.** The first phase of this campaign was the issuance of RBF 2011-026 and an associated Read-before-Work (RBW) that was issued to Ground Ops. These communications are designed to instill on both Flight Attendants and Ops Agents, the importance of following the prescribed procedures for boarding on every single flight of every single day. The core message of these RBF/RBW's was:
 - In May 2009, a new boarding communication procedure was implemented which eliminated the use of the high/low chime to signal the commencement of boarding. **In place of the "chime," the "A" Flight Attendant verbally confirms with the Operations Agent that the Flight Attendants are ready to begin boarding. The "A" Flight Attendant then makes the PA, "Prepare for boarding."** The objective of the procedure is to promote communication between the Operations Agent and the "A" Flight Attendant and to ensure that all three Flight Attendants are onboard and ready to assume their boarding duties. As always, the Operations Agent must have a preflight discussion with the "A" Flight Attendant to communicate all necessary flight and Customer information.

Other mediums that will be employed during the campaign are articles in Onboard, Unity and their associated Ground Operations publications, as well as, the use of media tiles in the Base lounges. The procedures will also be highlighted in RT and addressed on Inflight Audits when the procedures are not followed as outlined in the FAM/FOM.

- TWU Local 556 1st VP and National Safety/Security Coordinator, Michael Massoni represented the Union in several additional meetings of the **737-800 List of Passenger Accommodations (LOPA) Task Force.** This group, which is also made up of members of Inflight Management and 4 line flying Flight Attendants is continuing it's work on cabin and galley configuration, as well as, operational procedures for the aircraft. Southwest Airlines Executive Leadership will utilize the

recommendations of the LOPA taskforce in determining final aircraft configuration, as well as, operational procedures. The LOPA Task Force has met a total of five times to date and has covered indepth analysis of the following configuration and procedural facets for the new fleet type:

- Emergency Equipment Locations
- LAV and Galley Locations
- Jumpseat Layout
- FWD Entry Area Monument (Windscreen) Design/Egress Width
- OHB Design and Volume (Standard vs. Jumbo vs. Articulating)
- AFT Galley Layout Considerations
- Standard 737NG Cabin vs. Sky *** (The BSI has been selected and ordered)
- Boarding Positions
- Equipment Check
- General Service Procedures
- Snack Service Procedures
- Demo Positions
- Evacuation Duties
- Planned and Unplanned Emergency Procedures

Our last three meetings involved members of Provisioning, Maintenance and Engineering as well as members of Composites Unlimited, Southwest Airlines primary galley provider and members of the Boeing Commercial Aircraft Division. During these meetings we were able to review in detail, the Boeing Sky Interior (BSI), gain further insight on spatial constraints of the aft (G4B) galley complex, weighing the pros & cons of modular boarding of provisions using carts and/or utilizing carts in service procedures. Additionally, we drew up a preliminary G4B schematic with Composites Unlimited in order for them to bring back technical proposals to our next meeting. We also produced a preliminary provisioning scheme for the Provisioning Departments review. The last meeting took place at Composites Unlimited in Irvine California. Composites Unlimited Constructed a Mock-up of our final G4B design for validation purposes. After careful review, the entire LOPA task force came to consensus on all aspects of the G4B as well as G1 configuration with the exception of:

1. Cart provisioning configurations
2. Use of carts in the aisle for service and
3. Single/Double carts within the configuration (this item is dependent upon #1&2 above)

Issues 1,2 & 3 above were all part of a higher-level discussion that took place between TWU Local 556 President, Thom McDaniel, 1st Vice President and National Safety/Security Coordinator, Michael Massoni, Southwest Airlines Executive Vice President and Chief Operations Officer, Mike Van De Ven and Vice President Cabin Services, Mike Hafner. In this meeting concerns were expressed by the Union on the lack of space afforded in the G4B galley complex with either of the double jumpseats in the down position, as they would be with a jumpseat rider(s) onboard. This lack of working space thereby inhibits the ability of the B, C and D Flight Attendants to ***safely*** and effectively performs a tray service. It was further explained by the Union that a number of engineering fixes were proposed by Union and line flying members of the LOPA task force to fix this situation. However, these proposed fixes were deemed not possible for cost effectiveness and/or standardization related reasons. In lieu of these

engineering type fixes, the only alternative left was procedural changes that point to the use of carts in the aisle for service. The meeting concluded with the Union and Company agreeing that these procedural fixes needed to be explored fully by Cabin Services, the Union and the LOPA task force with the results being presented to Mike Van De Ven for final decision if the group could not reach consensus in the matter.

- **The U.S. Transportation Security Administration (TSA) will begin testing new software on its advanced imaging technology (AIT) machines** that enhances privacy by eliminating passenger-specific images and instead auto-detecting potential threat items and indicating their location on a generic outline of a person, TSA Administrator John Pistole announced today. TSA will test the new software at Las Vegas McCarran International Airport (LAS) beginning today, February 1, and at Hartsfield Jackson Atlanta International (ATL) and Ronald Reagan Washington National Airport (DCA) in the coming days. The new software will automatically detect potential threat items and indicate their location on a generic outline of a person that will appear on a monitor attached to the AIT unit. As with the current version of AIT, the areas identified as containing potential threats will require additional screening. The generic outline will be identical for all passengers. If no potential threat items are detected, an "OK" will appear on the monitor with no outline. By eliminating the passenger-specific image associated with the current version of AIT, a separate TSA officer will no longer be required to view the image in a remotely-located viewing room. Through removing this step of the process, AIT screening will become more efficient, expanding the throughput capability of the technology. TSA worked with the Department of Homeland Security's (DHS) Science & Technology Directorate (S&T) and private industry to develop the software, and began testing it at the TSA Systems Integration Facility in the fall of 2010. AIT screens passengers without physical contact for both metallic and non-metallic threats, including weapons and explosives. Currently, there are nearly 500 imaging technology units at 78 airports nationwide, with additional units planned for deployment this year. The new software is being tested on millimeter wave AIT units currently in airports, with plans to test similar software on backscatter units in the future.
- TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni has been representing both Local 556 and Local 555 on behalf of the International on **deicing and defrosting procedural concerns that have risen out of a number of events that have taken place within SWA winter operations**. These events have created a number of slip/trip/fall hazards for Inflight and Ground Operations Employees as well as several incidents of deicing fluid being introduced into the aircraft cabin via door seal penetrations. TWU International, Local 556 and Local 555 in conjunction with the SWA Ground Operations Department are working together to alter procedures in order to preclude these hazard exposures to our Flight Attendants and Ground Operations employees. Additionally, the Inflight ASAP ERC is now involved in that an ASAP report was received concerning one of the door seal penetration events.
- After receiving intelligence gathered by the Department of Homeland Security's Transportation Security Administration, the **FAA issued emergency airworthiness directive (AD) 2011-04-09** which requires airlines to remove or discharge all chemical oxygen generators in lavatories. Southwest Airlines Maintenance has begun removing oxygen generators and masks from lavatories and will be removing them from all aircraft within the next 20 days. Lavatories remain serviceable and available for use after compliance with this AD. In the event of decompression, are to follow normal

procedures to check the lavatories for Passengers when it is safe to do so. **Pilots are being instructed to discreetly inform Flight Attendants of this information as it relates to their assigned aircraft.**

- TWU Local 556 President, Thom McDaniel together with 1st Vice President and National Safety/Security Coordinator, Michael Massoni authored a letter of congratulations and thanks to each Member of the **Professional Standards Committee** on the one-year anniversary of the redeveloped program. In addition, Michael Massoni provided an ASAP education/awareness Q&A and scenario based training module that was used in the committee's annual training session that was held in Chicago on February 10, 2011.

OPEN DISCUSSION ITEM(S):

- The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)
 - Continued Education & Awareness
 - Continued challenges by Inflight Services on the scope, purpose and intent of the program
- 737-800 LOPA Task Force
 - Configuration Challenges
 - Service Procedures
 - Ovens for Crew use

SCHEDULED AND STANDING MEETINGS:

- **Thursday, February 17, 2011 @ 1500hrs CST** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- **Thursday February 24, 2011** – ASAP ERC Meeting 1100hrs CST – 1500hrs CST
- **Friday February 25, 2011** – PIT Station Visit on Gate Defrosting/Deicing procedures
- **Monday February 28, 2011 through Tuesday February 29, 2011** – International Health and Safety Taskforce Meeting in NYC