

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: March 14th, 2011
Re: March 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

ID	Event Date	Status	Summary
15	12/20/2010	Additional information submitted to ERC	incomplete revision
22	12/31/2010	Additional information submitted to ERC	R2 MX Issue/PIC failure report MX
27	01/11/2011	Additional information submitted to ERC	Deicing fluid entered aircraft
38	02/4/2011	Additional information submitted to ERC	PAX removed, checked bag not
42	02/17/2011	Additional information submitted to ERC	Pilot failed to write up safety issue
43	02/17/2011	Additional information submitted to ERC	bag in front lavatory / boarding position
44	02/19/2011	Sent to ERC for review	failed to reseat pre-boarding passengers who sat in the exit row
45	02/20/2011	Sent to ERC for review	unable to collect service items from passengers
46	02/21/2011	Sent to ERC for review	Felt pain in shoulder while assisting passengers with bags
47	02/21/2011	Sent to ERC for review	failure to brief exit row prior to takeoff
48	02/21/2011	Sent to ERC for review	De-Icing Fluid Leaked into cabin
49	02/18/2011	Sent to ERC for review	Boarding/ Passenger
50	02/24/2011	Sent to ERC for review	Final Decent PA
51	02/28/2011	Sent to ERC for review	Arm/Disarm Door.
52	03/2/2011	Sent to ERC for review	items placed in wheelchair comp. per Captain's authorization
54	03/3/2011	Sent to ERC for review	Portable oxygen bottles plugged into lo instead of hi
55	03/3/2011	Sent to ERC for review	failure to brief crew
56	03/7/2011	Sent to ERC for review	missing bulletin

ASAP Reports received to date: **56**

▪ Accepted Reports to date (TWU) = **38**

Aviation Safety & Health Database Int'l (ASHDI) – Reports Under Review = 1

<u>Report</u>	<u>Acceptance Deadline</u>
ASHDI 1764 (AVIATION SAFETY/SECURITY)	Mon 05/23/2011

ASHDI Incident Reports received to date:

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

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 02/14/11 through 03/14/11 = **102**
- Emergencies Declared = **21**
- All OF 2011 to Date = **258**
- ALL OF 2010 = **1413**
- ALL OF 2009 = **1210**
- ALL OF 2008 = **940**

-
- TWU Local 556 Safety and Security Coordinator, Michael Massoni and Cabin Services Communications are continuing their **Communications Campaign on the subject of proper boarding procedures as outlined in the FAM and GOM.** The second phase of this campaign is upcoming articles in Unity Magazine and Onboard, as well as corresponding Ground Operations publications. 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 other medium that will be employed during the campaign is the use of the 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 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 six times to date and has covered in-depth 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 four meetings included members of Provisioning, Maintenance and Engineering as well as members of Composites Unlimited, Southwest Airlines primary galley provider. Our last meeting took place at Southwest Airlines HDQ where we continued vetting:

1. Cart provisioning configurations
2. Use of carts in the aisle for service and
3. Single/Double carts within the configuration

As previously reported concerns have been expressed by our 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 workspace inhibits the B, C, & D Flight Attendants abilities to (**safely** and effectively) perform tray service. It has been further communicated that a number of engineering fixes were proposed by the 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. We (Cabin Services, the Union and the LOPA task force) are continuing our due diligence in exploring these procedural fixes and final results will be presented to Southwest Airlines Executive Planning Committee (EPC) on Tuesday March 15, 2011 for final disposition.

- 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 worked together to alter procedures in order to preclude these hazard exposures to our Flight Attendants and Ground Operations employees and produced Operations Manual Changes in deicing/defrosting procedures and the issuance of Read-for-Work (RFW: 11-30) which in part stated:
 - Recent irregularities have indicated that Type I deicing/anti-icing fluid has been observed entering the cabin through the seams of the emergency exits and closed cabin service doors. As a result, effective immediately, all door seams are considered **non-direct spray areas** of the aircraft. If frozen contaminants are present in the area of a door seam, fluid must be sprayed above the closed door. This allows for the heated fluid to flow over the seam without the force that could lead to fluid entering the cabin.

Additionally, the Inflight ASAP ERC is involved through multiple ASAP reports that have been received concerning door seal penetration events. These ASAP reports in conjunction with pressure exerted by the TWU Local 556 Safety Team has given way to Inflight Services issuance of RBF 2011-049 which outlines new Flight Attendant procedures in deicing fluid seepage events and in part states:

- If you experience a small quantity of deicing fluid leakage into the cabin, standard clean up procedures may be employed utilizing Personal Protective Equipment (PPE); e.g. gloves that are used for trash cleanup and face masks. These items are readily available onboard (or at the Station) and again can be used to clean up small spills of deicing fluid. Depending on the size of the spill, you would follow the same procedures as outlined in the FAM, Security & Hazmat, Sec. 12.3.3, or First Aid, Sec. 3.6.1. **If the Flight Attendant(s) determine the risk level to be high, or if she/he encounters an extremely large spill, clean up will not be the responsibility of the Flight Attendant(s); instead, notify the Flight Deck immediately and prescribed Company procedures will be followed to arrange for cleanup of aircraft and disposal of waste.**
- Per the **Critical Incident Stress Management (CISM) Committee** Standard Operating Procedures (SOP), adopted several years ago, the Chairperson's position is being opened up for applications to all current CISM Members. The open call communication was disseminated on March 11 and will close on March 18. TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni along with Southwest Airlines Director of Base Operations, Henry Townsend will be conducting both the vetting and interview process for this very important Leadership position.

OPEN DISCUSSION ITEM(S):

- The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)
 - Continued Education & Awareness
 - Continued challenges concerning the scope, purpose and intent of the program
 - Possible remedial ERC training by AFS230

SCHEDULED AND STANDING MEETINGS:

- **Monday, March 14, 2011 @ 1000hrs CDT** – 737-800 LOPA Task Force with Inflight Safety and Regulatory Standards, Cabin Service Strategic Planning, Provisioning and Maintenance & Engineering
- **Monday, March 14, 2011 @ 1500hrs CDT** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- **Friday March 18, 2011** – ASAP ERC Meeting 1100hrs CST – 1500hrs CST
- **Sunday March 20, 2011 through Monday March 21, 2011** – International Health and Safety Taskforce Meeting in Washington, DC