

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: May 9th, 2011

Re: May 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 = 29

ID	Event Date	Status	Summary
51	2/28/2011	Additional information submitted to ERC	Arm/Disarm doors
54	3/3/2011	Additional information submitted to ERC	Emergency Equipment/POB(S) plugged into lo instead of hi
58	3/9/2011	Additional information submitted to ERC	Jumpseat/Not Secured in Jumpseats for Takeoff
66	3/16/2011	Additional information submitted to ERC	jumpseat
74	4/1/2011	Additional information submitted to ERC	fwd entry door - smashes f/a hand into jumpseat headrest
80	3/31/2011	Additional information submitted to ERC	Maintenance /Popping noises heard in aft galley
83	3/25/2011	Additional information submitted to ERC	Alcohol-related
84	4/4/2011	Additional information submitted to ERC	Child Restraint Device
94	4/17/2011	Sent to ERC for review	Jumpseat
100	4/16/2011	Sent to ERC for review	Galley/Equipment
101	4/18/2011	Additional information submitted to ERC	Flight Attendant Manual Violation/replacement of old manual
105	4/26/2011	Sent to ERC for review	Deplaning/I was distraught and neglected my duties.
106	4/26/2011	Sent to ERC for review	opening of cockpit door without second flight attendant
107	4/26/2011	Sent to ERC for review	Maintenance write up/hole in stabilizer
109	4/9/2011	Sent to ERC for review	Flight Attendant Manual Violation/flew with old manual
110	4/28/2011	Sent to ERC for review	Emergency Equipment
111	4/29/2011	Sent to ERC for review	May have come to work fatigued, and/or sick.
112	5/1/2011	Sent to ERC for review	Exit Row Briefing/OWWE
113	5/3/2011	Sent to ERC for review	Flight Attendant Manual Violation
114	5/2/2011	Sent to ERC for review	Flight Attendant Manual Violation

115	4/30/2011	Sent to ERC for review	Boarding
116	5/1/2011	Sent to ERC for review	Boarding
117	5/3/2011	Sent to ERC for review	Flight Deck Door Procedures
118	5/1/2011	Sent to ERC for review	Arm/Disarm Door
119	5/6/2011	Sent to ERC for review	LEO seating
120	5/4/2011	Sent to ERC for review	Minimum Crew/Boarding
121	5/6/2011	Sent to ERC for review	Unsafe Activity/Agent brought stairs to door after plane secured for pushback
122	5/7/2011	Sent to ERC for review	Arm/Disarm Doors
123	5/8/2011	Sent to ERC for review	Flight Deck Door Procedures

ASAP Reports received to date: **123**

▪ Accepted Reports to date = **94**

Aviation Safety & Health Database Int'l (ASHDI) – Reports Under Review = **3**

<u>Report</u>	<u>Acceptance Deadline</u>	
ASHDI 1766 (Pressurization)	Mon	06/27/2011
ASHDI 1767 (Problem Passenger)	Wed	06/29/2011
ASHDI 1768 (Aviation safety/security)	Mon	07/05/2011

ASHDI Incident Reports received to date:

▪ Accepted Reports to date (TWU) = **192**

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 03/15/10 through 05/09/11 = **189**
- Emergencies Declared = **30**
- All OF 2011 to Date = **447**
- ALL OF 2010 = **1413**
- ALL OF 2009 = **1210**
- ALL OF 2008 = **940**

- TWU Local 556 Safety and Security Coordinator, Michael Massoni, on behalf of the ASAP ERC, and Cabin Services Communications are implementing a **Communications Campaign on the subject of proper stowage areas for Passenger and Crew carry-on, as well as other items of mass within the aircraft cabin.** This campaign will utilize RBF, Onboard and Unity communiqués designed to instill the importance of only utilizing approved stowage spaces for Carry-on items and other items such as trash. This insures regulatory compliance, which includes applicable FAR's, the Southwest Airlines Approved Carry-on Luggage Program and Operational Specifications validated through dynamic testing under crash loads. This campaign has direct correlation to ASAP reports received from working Crew indicating systemic failures within our operations in complying with the applicable regulations, policies and procedures as it relates to proper stowage of carry-on/items of mass and is testimony to the power of Inflight ASAP.
- **The Southwest Airlines Inflight Aviation Safety Action Program (ASAP)** turned 6 months old on May 1st and has now taken in more than 120 reports. Additionally, the AFS 230 branch of the FAA provided members of our Event Review Committee (ERC) a full day refresher on operating principles, best practices and newest guidance materials for our program. We also welcomed two other alternate Company ERC Members to the group in an effort to accommodate the higher than anticipated report volume and scheduling challenges we have identified. On a related matter, the ASAP quarterly volume report is as follows:

INFLIGHT QUARTERLY ASAP REPORT
January 1, 2011 through March 31, 2011

For the Second Quarter FY 2011:

Number of ASAP reports submitted present quarter.....	56
Number of ASAP reports submitted and accepted present quarter.....	*44
Number of ASAP reports submitted previous quarter.....	20
Number of ASAP reports submitted previous quarter but not accepted until this quarter.....	20
Number of ASAP reports received this quarter but not yet worked by the ERC.....	21
Number of accepted reports present quarter that were sole source to the FAA.....	51
Number of accepted reports present quarter (both sole source and non-sole-source closed with corrective action under ASAP for the employee).....	2
Number of reports present quarter which resulted in recommendations to the Company	0
Number of ASAP reports that did not meet acceptance criteria.....	0
Number of non-sole source reports	5
Closed with FAA Administrative Letter of No Action	0
Closed with response from ERC.....	2
Still Open	1

*Some reports have been accepted by the ERC but have not yet been worked or closed out.

- TWU Local 556 1st VP and National Safety/Security Coordinator, Michael Massoni will be representing 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 its 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. Our next set of meetings will include cart configuration and service procedure (utilizing carts) validation simulations. These validation exercises will be conducted using cabin mock-ups, the Poolie aircraft cabin simulator and may include the use of live aircraft down the road.
- TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni released the following statement concerning the killing of Osama bin Laden and the safety/security implications of his demise:
 - o September 11, 2001 changed almost every aspect of our lives and the airline industry. Flight Attendants were the first people to die on that tragic morning since then thousands more Americans have paid and continue to pay the ultimate price fighting the war on terror. After almost ten years, Osama bin Laden, the mastermind of 9-11 and face of Al Qaeda has been killed and some form of justice for his victims has finally been achieved. We must be aware that with bin Laden's death, other believers of his radical doctrine are still threats to our Country, our way of living and our air transportation system. While we take pause to celebrate this victory for of our President, our military, and our Country, please do not lose sight of the fact that the fight against terrorism continues every day. The vigilance and professionalism of our Flight Attendants in conducting our safety and security duties since the attacks or 9-11 has contributed to the security of our nation. Now, more than ever, it is important that we remain vigilant in following all safety and security procedures with an enhanced awareness. On behalf of the TWU Local 556 and Southwest Airlines family – thank you for your commitment to keeping our Employees, our Customers and our Nation safe and secure.
- Per the **Critical Incident Stress Management (CISM) Committee** Standard Operating Procedures (SOP), adopted several years ago, the Chairperson's position was opened to applications for all current CISM Members. The open call communication was disseminated on March 11 and closed March 18. Ultimately, TWU Local 556 1st Vice President and National Safety/Security Coordinator, Michael Massoni along with Southwest Airlines Director of Base Operations, Henry Townsend did not have to conduct a vetting and interview process for this very important Leadership position as Eileen Rodriguez went (effectively) unopposed and has retained her position as CISM Chairperson.

The TWU Local 556 Safety Team has received an inordinate number of complaints concerning transitional aircraft acquired from Virgin Blue Airways of Australia (Ships N552WN & N553WN). These particular aircraft are configured with a G4B galley complex aft and G1/G2 forward galley complex, both designed for cart service. SWA has chosen to utilize the carts that came with these aircraft as rudimentary storage areas for provisions and have secured the carts to the aircraft floor so they may not be used in the aisles. Problems have been reported in both the operation of our kits (that are not

designed to be “set” in a cart), placement of provisions within the galleys and lack of counter space necessary to provide tray service. All of these factors are indicative of SWA not providing working conditions and equipment that meets a reasonable standard of safety as required by our Contract. The Local 556 Safety Team will be formally serving notice to Southwest Cabin Services of this potential contractual breach during Managements visit to the TWU Executive Board this week. In the mean time, Flight Attendants are strongly encouraged to file ASAP reports when met with safety related challenges and/or problems onboard these transitional aircraft.

OPEN DISCUSSION ITEM(S):

- The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)
 - o Continued Education & Awareness
 - o Officer and Staff refresher training
- 737-800 LOPA Task Force
 - o Cart Configuration
 - o Service Procedures
 - o Cart Service Validation
- OSHA 300 Reports to DEBM's

SCHEDULED AND STANDING MEETINGS:

- **Monday, May 23, 2011 @ 1500hrs CDT** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- **May 12 and 19 & 27, 2011** – ASAP ERC Meeting(s) 1100hrs CST – 1500hrs CST
- **Tuesday May 17 through Thursday May 19, 2011** – Global Cabin Air Quality Executive on behalf of TWU International in London, UK
- **Monday June 2-3, 2011** – International Health and Safety Taskforce Meeting in NYC
- **Tuesday June 07, 2011 10:00 AM - 3:00 PM CDT** – 737-800 LOPA Task Force Meeting at SWA HDQ