

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: June 12th, 2011
Re: June 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 = 43

ID	Event Date	Status	Summary
54	3/3/2011	Additional information submitted to ERC	Emergency Equipment/Portable oxygen bottles plugged into lo instead of hi
66	3/16/2011	Additional information submitted to ERC	jumpseat
74	4/1/2011	Additional information submitted to ERC	fwd entry door -upon closing smashes f/a hand into jumpseat headrest
83	3/25/2011	Additional information submitted to ERC	Alcohol-related
143	5/16/2011	Sent to ERC for review	Arm/Disarm Door
144	5/16/2011	Sent to ERC for review	Boarding
145	5/17/2011	Sent to ERC for review	PA,Arm/Disarm Door
148	5/18/2011	Sent to ERC for review	Arm/Disarm Doors
149	5/18/2011	Sent to ERC for review	Arm/Disarm Door, Slide pack fell
150	5/13/2011	Sent to ERC for review	Cabin Jumpseat Rider
151	5/14/2011	Sent to ERC for review	Cabin Jumpseat Rider
152	5/18/2011	Sent to ERC for review	Boarding
153	5/16/2011	Sent to ERC for review	Exit Row Briefing/OWWE

154	5/19/2011	Sent to ERC for review	Flight Attendant Manual Violation
155	5/19/2011	Sent to ERC for review	Asleep on Jumpseat
156	5/18/2011	Sent to ERC for review	Equipment Inspection/Life vests
157	5/21/2011	Sent to ERC for review	Child over age 2 not in seatbelt
160	5/18/2011	Sent to ERC for review	Boarding/Texting while boarding
161	5/23/2011	Sent to ERC for review	Exit Row Briefing/OWWE
162	5/21/2011	Sent to ERC for review	Flight Duty Time Violation/Stranded in MDW from pairing with 7 hours 13 minutes crew rest
163	5/24/2011	Sent to ERC for review	Boarding/Pax was left in jet bridge before FAs were ready to board, and the A Flight Attendant had to physically board the wc pax.
164	5/22/2011	Sent to ERC for review	Maintenance/Had a seat that wouldn't go forward and stay forward and Maintenance called to gate refused to fix.
166	5/26/2011	Sent to ERC for review	Galley-Equipment/OJI
167	5/29/2011	Sent to ERC for review	flight deck security procedures
168	5/30/2011	Sent to ERC for review	UM Procedures
169	5/27/2011	Sent to ERC for review	Ops shut door prior to secure cabin
170	5/31/2011	Sent to ERC for review	Boarding
171	6/1/2011	Sent to ERC for review	Exit Row Briefing/OWWE
172	6/1/2011	Sent to ERC for review	Jumpseat/We had a fourth whom was so large our safety duties could not be done without us crawling over him.
173	6/3/2011	Sent to ERC for review	Boarding Procedures
174	6/3/2011	Sent to ERC for review	Boarding Procedures
175	6/4/2011	Sent to ERC for review	Boarding Procedures
177	6/4/2011	Sent to ERC for review	Unsafe Activity/Transitional Aircraft
178	6/5/2011	Sent to ERC for review	Boarding Procedures
179	6/7/2011	Sent to ERC for review	Exit Row Briefing/OWWE/failure to brief exit row

180 6/6/2011 Sent to ERC for review

Announcement Demo/a flight attendant taking drink orders while taxiing, while b and c waiting to do demo.

181 6/10/2011 Sent to ERC for review

Alcohol Related-Passenger/question ops agent (name) about intoxicated passenger

ASAP Reports received to date: **181**

▪ Accepted Reports to date = **138**

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

<u>Report</u>	<u>Acceptance Deadline</u>
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ASHDI 1766 (Problem Passenger/CRM)	Mon 06/27/2011
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ASHDI Incident Reports received to date:

▪ Accepted Reports to date (TWU) = **195**

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 05/09/11 through 06/12/11 = **150**
 - Emergencies Declared = **25**
 - All OF 2011 to Date = **597**
 - ALL OF 2010 = **1413**
 - ALL OF 2009 = **1210**
 - ALL OF 2008 = **940**
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- **The Southwest Airlines Inflight Aviation Safety Action Program (ASAP)** Event Review Committee (ERC), is in the process of implementing recommend best practices per the AFS 230 branch of the FAA. These practices include:
 - o Automatic redaction of *only* reporter's name and employee number. All other information contained in the report would remain in order to augment the ERC's review and investigative processes. Currently all information other than the reporter's narrative is stripped from the reports, making the ERC's review/investigative efforts limited outside of the actual meetings, thereby inhibiting an efficient due processing of each report.

- o Performing a risk analysis on every report that is accepted into the program. Additionally, a standardized risk matrix will be employed within our risk analysis and will be the same that will be used throughout Southwest Airlines as a precept to the implementation of the SWA Safety Management System or SMS.
- 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 its work on 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 latest set of meetings included cart configuration and service procedure (utilizing carts) validation simulations. These validation exercises were conducted using cabin mock-ups, the Poolie aircraft cabin simulator and included 12 line Flight Attendants in addition to the LOPA core group. A special thanks to TWU Local 556 Health Coordinator, Michele Moore and MDW Domicile Executive Board Member, Donna Keith for both, participating in these validation exercises and standing in for me when I was unavailable due to scheduling conflicts. Many insights were gained in these exercises and follow-up session(s) will be held with the core group in late June and the expanded group in mid-July. The mid-July meeting will also serve as a training session for what we are terming our service procedures ambassadors. These individual will be conducting system wide lounge visits from July 17th-31st. The lounge visits will give Flight Attendants a preview of both the G4B galley complex and carts we will be utilizing on the -800 aircraft. This preview is puposley timed to be completed prior to commencement of 737-800 differences training which begins in August. Additionally, Michael Massoni will be in the first 737-800 differences Leadership training on July 5th in order to assess the training process prior to August commencement.
- **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, ergonomic issues with the placement of the ice container in G1 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 formally served notice to Southwest Cabin Services of this potential contractual breach during Managements visit to the TWU Executive Board last month. Subsequently, TWU Local 556 Safety Coordinator, Michael Massoni has met with Southwest’s Senior Director of Base Operations, Sonya Lacore and Southwest’s Mgr. Safety & Training – Provisioning, Robert Rodriguez to discuss risk

mitigation strategies for these aircraft and when they will be converted to SWA standard. Through these meetings, the following was concluded:

- o Both N552/553WN will be reconfigured to SWA standards in September 2011.
- o The following risk mitigation strategies are being deployed in the meantime:
 - Relocation of the G1 Ice container to the top position of the outboard cart which should decrease both bending and lifting currently required.
 - Re-distribution of galley supplies in G1 in order to allow free movement of the beer kit and easier access to the 165 kit.
 - Seeing if Maintenance could reconfigure the securing brackets on the G1 carts to enable the pull out trays to operate. This would make for additional counter space.

OPEN DISCUSSION ITEM(S):

- The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)
 - o Continued Education & Awareness
 - o Verbiage to use when referring people to the program
- 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, June 13, 2011 @ 1500hrs CDT** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- **June 17 & 30, 2011** – ASAP ERC Meeting(s) 1130hrs–1430hrs CDT
- **Thursday & Friday June 2-3, 2011** – International Health and Safety Taskforce Meeting in NYC
- **Thursday June 16, 2011** – AirTran Union Integration Forum 1300hrs-1500hrs CDT
- **Wednesday June 29, 2011 10:00 AM - 3:00 PM CDT** – 737-800 LOPA Task Force Meeting
- **Tuesday July 5, 2011** – 737-800 Differences Training
- **Thursday July 14, 2011 10:00 AM - 3:00 PM CDT** – 737-800 LOPA Task Force Meeting (Ambassador Training)