

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: July 10th, 2011

Re: July 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 = 26

ID - Event Date - Status		Summary
164	5/22/2011	Additional information submitted to ERC Maintenance/Had a seat that wouldn't go forward and stay forward and Maintenance called to gate refused to fix.
181	6/10/2011	Sent to ERC for review Alcohol Related-Passenger/question ops agent (name) about intoxicated passenger
194	6/21/2011	Sent to ERC for review Arming/Disarming Doors
195	6/21/2011	Sent to ERC for review Maintenance/Aft closet came open upon landing
196	6/24/2011	Sent to ERC for review Boarding/Cabin not secure when door closed by Agent
197	6/24/2011	Sent to ERC for review Hazmat item/Oxygen
198	6/24/2011	Sent to ERC for review Fight Deck door came open on takeoff
199	6/23/2011	Sent to ERC for review Not Secured in Jumpseat
202	6/24/2011	Sent to ERC for review Child Restraint Device
203	6/26/2011	Sent to ERC for review Pax moved to another seat while taxing
204	6/21/2011	Sent to ERC for review Flight Deck Door Procedures/Closing the cockpit door too soon
205	6/27/2011	Sent to ERC for review Exit Row Briefing/OWWE/Left exit row to help pax locate seats and arrange bags and forgot to brief pax owwe

206	6/27/2011	Sent to ERC for review	Unsafe Activity/Unsecure Cabin/i helped A flight attendant take down her bag from overhead bin on taxing into the gate
207	6/27/2011	Sent to ERC for review	Child Restraint Device/Failed to notice child in child-restraint system in window seat immediately in front of the exit row aircraft right side
208	6/24/2011	Sent to ERC for review	CRM/Problem Enforcing FARs/Unsafe Activity/Was told by the Captain to continue beverage service while in final descent which cause drinks & cans to land on me.
209	6/27/2011	Sent to ERC for review	Put bags in lav to catch commuter flight
210	6/27/2011	Sent to ERC for review	Exit Row Briefing/OWWE
211	6/28/2011	Sent to ERC for review	Flight Attendant Manual Violation/Flight Binder was inadvertently left in the lounge prior to starting trip.
212	6/30/2011	Sent to ERC for review	Flight Attendant Manual Violation/sections of manual, hard cover unavailable temporarily. Will provide as soon as possible
213	6/28/2011	Sent to ERC for review	Jumpseat/Could not make it to a seat for landing, therefore landed sitting in the aft galley.
214	6/30/2011	Sent to ERC for review	Arm/Disarm/Aft galley door opened while still armed.
215	7/2/2011	Sent to ERC for review	Passenger/Announcement Demo/I did not see that a lady had a baby until I heard him/her cry at destination.
216	7/4/2011	Sent to ERC for review	Flight Attendant Binder Violation/I thought I had turned my phone off before boarding and my phone rang while taxiing which I did not answer.
217	7/5/2011	Sent to ERC for review	Boarding/Boarding without notification and discrepancy of passenger count
218	7/5/2011	Sent to ERC for review	Jumpseat/The appearance of reading on jumpseat
219	7/6/2011	Sent to ERC for review	Boarding

ASAP Reports received to date: **219**

▪ Accepted Reports to date = **193**

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

<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:

- 06/12/11 through 07/10/11 = **132**
- Emergencies Declared = **22**
- All OF 2011 to Date = **729**
- ALL OF 2010 = **1413**
- ALL OF 2009 = **1210**
- ALL OF 2008 = **940**

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- TWU Local 556 1st VP and National Safety/Security Coordinator, Michael Massoni represented the Union in an additional meeting of the **737-800 List of Passenger Accommodations (LOPA) Task Force**. In this meeting service procedures and cart configurations were finalized including:

- o Service flow will be forward to aft with the (A) serving rows 1-8, (C) serving rows 9-15, (D) rows 16-23 and (B) serving rows 24-30
- o Determined that cart separation during service should not exceed 3 rows between positions
- o How ice will be loaded on the carts (in heat sealed or metal ring sealed plastic bags)
- o G1 cart loading: Beverage Cart inboard docking position, Alcohol Cart outboard docking position.
- o G4B cart loading: docking position(s) 4B-02 (2) Beverage Carts, 4B-03 (2) Trash/Recycle Carts, 4B-04 (2) Alcohol Carts, 4B-05 (2) Trash/Recycle Carts and 4B-06 (2) Beverage Carts
- o Identified how to designate Trash Carts vs. Recycle Carts (use of interchangeable red/green placards or red/green cart seals)

Additionally we assigned all LOPA Members dates to perform train-the-trainer sessions for the -800 cart and galley ambassadors that will be manning all lounges in the last two weeks of July and into the beginning of August. These individuals will be offering -800 cart and galley familiarization to Flight Attendants in their respective lounges.

- TWU Local 556 Safety Coordinator, Michael Massoni attended the first **737-800 differences training class on July 5th**. The class lasted 8 hours but included a 30 minute lunch. Differences training covered the following:

- o Approx. 2 hours of cultural/customer service indoctrination was covered which included the SWA Brand, why the -800, what makes a good service organization, change in procedures not in service.
- o Approx. 1 hours 737-800 familiarization:
 - 19ft longer than a -700
 - Minimum Crew 4
 - 175 Passengers (30 Rows of Seats)
 - 6 J/S positions
 - Emergency Exits: 8(4 doors; 4 OWWE)
 - 16 Exit Row Seats (Rows 14, 15, 16)
 - 3 Lavatories (1 forward and 2 aft)
 - Emergency Equipment Locations
 - Forward Windscreen Wheelchair/F/A Luggage/Overflow Trash Compartment
- o Approx. 1 hour Boeing Sky Interior (BSI)
 - LED Light Settings
 - Pivot Bins (Bin Closing Assist Feature)
 - Forward Control Panel (Lighting Mode, Maintenance Mode and Display Settings/Locking)
 - AFT Control Panel (Lighting Mode, Environment Mode, Maintenance Mode and Display Settings/Locking)
 - PSU Features (LED Lighting, Gasper Vent, F/A Call Button, Supplemental O2 System and release feature)
- o Approx. 1 hour Standard Operating Procedures
 - Emergency Equipment Checks
 - Boarding Positions
 - Jump Seat Rider Procedures
 - Exit Arming Responsibilities
 - Demo Positions
 - J/S Assignments
 - Deplaning Positions
 - Exit Row Briefing Responsibilities
 - Pax Count Responsibilities
 - Securing Cabin for Push Back
 - Cart Safety
- o Approx. 1 hour Emergency Procedures
 - Security Checks
 - Primary Exit Responsibilities
 - Dedicated Assist Positions
 - Flow Control
 - ABA Briefings
- o Approx. 2 hours Service Procedures
 - G1/G4B Galley Layouts
 - Liquor Bags
 - Service Flow
 - Service Sections
 - Drink Orders
 - Cart Set-up
 - Practice Cart Service

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 Service Procedures Overview (w/me and Michele Moore)
 - o Ambassador Program
- OSHA 300 Reports to DEBM's

SCHEDULED AND STANDING MEETINGS:

- **Monday, June 13, 2011 @ 1400hrs CDT** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- **June 10,17, 23, 30 & July 7, 2011 1130hrs–1430hrs CDT** – ASAP ERC Meeting(s)
- **Thursday & Friday June 2-3, 2011** – International Health and Safety Taskforce Meeting in NYC
- **Thursday June 16, 2011 1300hrs-1500hrs CDT** – AirTran Union Integration Forum
- **Wednesday June 29, 2011 1000hrs – 1500hrs CDT** – 737-800 LOPA Task Force Meeting
- **Tuesday July 5, 2011 0900hrs – 1700hrs CDT** – 737-800 Differences Training
- **Thursday June 30, 2011 1430hrs – 1600hrs CDT** – Seatbelt Sign Management Meeting w/Flight Ops, Inflight Safety and Regulatory Standards
- **July 6, 7 & 8, 2011** – MCO, BWI & MDW Membership Meetings