

TWU Local 556 Safety Team

Michael Massoni – Operational Safety Chair

*...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; Erich Schwenk

Date: July 8th, 2013

Re: July 2013 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 = 81

ID	-	Event	Date	-	Status
<u>Summary</u>					
1387	5/3/2013	Sent to ERC for review	Carts were in galley blocking galley entry		
1394	5/22/2013	Sent to ERC for review	Unsecure Cabin, No communication between pilots and flight attendants leads to pushback from the gate while cabin is not secure.		
1395	5/22/2013	Sent to ERC for review	Alcohol Related_Pax, Appeared to be Under the Influence/Alcohol/ Interfering with Crew Member Duties/		
1396	5/23/2013	Sent to ERC for review	Unsecure Cabin, Upon landing, Coke Zero, Tonic, Diet Sprite, Soda water ejected from the galley.		
1397	5/22/2013	Sent to ERC for review	OWWE_Briefing, I can not remember if I briefed the OWWE. Didn't realize until the next flight		
1398	5/24/2013	Sent to ERC for review	Arm/Disarm Door, Forgot to disarm "C" door upon arrival, which did not result in deployment of slide.		
1399	5/24/2013	Sent to ERC for review	Arm/Disarm Door, Had jumpseater on my flight. Got distracted by a pax asking a question and did not disarm the aft entry door.		
1400	5/24/2013	Sent to ERC for review	Arm/Disarm Door, not disarming the aft entry door		
1401	5/24/2013	Sent to ERC for review	Alcohol Related_Pax, A passenger boarded who later displayed signs of intoxication, I didn't observe the passenger in question board.		
1402	5/25/2013	Sent to ERC for review	OWWE_Briefing, I forgot to brief the overwing		
1403	5/27/2013	Sent to ERC for review	OWWE_Pax, Fourteen year old boy in the emergency exit row.		
1404	5/29/2013	Sent to ERC for review	Arm/Disarm Door, failure to properly disarm forward service door		
1406	5/30/2013	Sent to ERC for review	Equipment, preflight duties		

1407	5/31/2013	Sent to ERC for review	Jumpseat, Forgotten clear for departure chime
1408	6/1/2013	Sent to ERC for review	TSA originator check said we have to pull all kits and all sleeves and everything out of cabinet to do adequate security
1410	6/2/2013	Sent to ERC for review	Arm/Disarm Door, arm/disarm door
1411	6/3/2013	Sent to ERC for review	OWWE_Pax, Briefed and overwing PAX during Emergency demo
1412	6/4/2013	Sent to ERC for review	OWWE_Briefing, Failure to brief exit rows
1413	6/4/2013	Sent to ERC for review	Medical-Crew, crew member illness
1414	6/4/2013	Sent to ERC for review	OWWE_Pax, had to move pax from overwing who didn't speak English
1415	6/4/2013	Sent to ERC for review	OWWE_Pax, Animal in overwing exit
1417	6/6/2013	Sent to ERC for review	Passenger got off a/c on galley side exit to Provo truck.
1419	6/5/2013	Sent to ERC for review	Medical-Pax, Pre board passenger boarded with a feeding tube in question
1420	6/5/2013	Sent to ERC for review	Flight Deck Door Procedures, "A" flt att exited cockpit after being in there for approx 30 mins without dinging for clear zone coverage
1421	6/5/2013	Sent to ERC for review	Flight Deck Door Procedures, Pilots dinged for "A" flt att to exit cockpit, but she exited before we could get there
1422	6/8/2013	Sent to ERC for review	OWWE_Pax, Pax sat in OWWE and without my knowledge, had a dog under the seat in front of her.
1423	6/8/2013	Sent to ERC for review	Demo, lack of emergency demo at mid cabin
1424	6/9/2013	Sent to ERC for review	Arm/Disarm Door, Failure to disarm door as "C" f/a
1425	6/7/2013	Sent to ERC for review	Jumpseat, Did not hear final descent chime.
1426	6/12/2013	Sent to ERC for review	Equipment, in the rush of things this morn, I over looked checking to see if life vest were on the forward jumpseat
1427	6/11/2013	Sent to ERC for review	Arm/Disarm Door, As A FA I placed the red strap across the view window on the front entry door but did not drop the girth bar in place.
1428	6/12/2013	Sent to ERC for review	Excessive duty day of 17:59. Scheduling did not provide hotel commendations in Mdw .
1429	6/9/2013	Sent to ERC for review	OWWE_Pax, COS in OWWE
1430	6/13/2013	Sent to ERC for review	I thought I forgot my manual at home but realized I packed it in my other flight bag.
1431	6/14/2013	Sent to ERC for review	OWWE_Briefing, Forgot to brief OWWE
1432	6/15/2013	Sent to ERC for review	late to gate
1433	6/15/2013	Sent to ERC for review	Arm/Disarm Door, Unable to immediately disarm door.

1434	6/15/2013	Sent to ERC for review	Unsecure Cabin,Closing forward entry door prior to securing the cabin.
1435	6/15/2013	Sent to ERC for review	Unsecure Cabin, A large grey bag of trash was place in one of the aft lavs for landing.
1436	6/16/2013	Sent to ERC for review	OWWE_Briefing, Failure to ask if exits briefed
1437	6/16/2013	Sent to ERC for review	Hot Aircraft, NO AIR and HOT CABIN
1438	6/14/2013	Sent to ERC for review	Hot Aircraft, NO AIR and HOT CABIN
1439	6/16/2013	Sent to ERC for review	Hot Aircraft, NO AIR and HOT CABIN
1440	6/17/2013	Sent to ERC for review	Child Restraint Device, Child restraint system placed in row in front of exit row
1441	6/17/2013	Sent to ERC for review	OWWE_Briefing, I do not remember doing my over wing breifing.
1442	6/17/2013	Sent to ERC for review	UM, Neglected to deplane UM to transfer to family member.
1443	6/10/2013	Sent to ERC for review	Unsecure Cabin, Jumpseat, Due to unsafe conditions caused by turbulence, we did not land in our assigned jumpseats.
1444	6/17/2013	Sent to ERC for review	Security Issue, Lavatory, Pax's line forming in fwd part of cabin due to inoperable aft lavatory
1445	6/5/2013	Sent to ERC for review	Arm/Disarm Door, Failure to disarm slide
1446	6/17/2013	Sent to ERC for review	Jumpseat, aft jumpseat seatbelts tied in knots
1447	6/19/2013	Sent to ERC for review	Frwd & Aft Galley strong smell of "bug spray", back stock of water, ale, etc. contaminated
1448	6/21/2013	Sent to ERC for review	Arm/Disarm Door, Galley door slide came out of bustle. Did not inflate.
1449	6/21/2013	Sent to ERC for review	Boarding, Interfering with Crewmember duties and security checks during preflight.
1450	6/21/2013	Sent to ERC for review	UM, what happens to UMs at stations where ground ops is contracted out and parents are late
1451	6/22/2013	Sent to ERC for review	exceed duty day
1452	6/22/2013	Sent to ERC for review	Maintenance, Exit Row seats incorrectly installed
1453	6/23/2013	Sent to ERC for review	Took off in back with the "B"
1454	6/24/2013	Sent to ERC for review	OWWE_Briefing, Failure to give briefing to exit row prior to departure
1455	6/22/2013	Sent to ERC for review	Hot Aircraft, Blasted HOT Cabin
1456	6/24/2013	Sent to ERC for review	PA, I did not make PA letting F/As know that general boarding had started and didn't use PA to tell pax to turn off elec.
1457	6/12/2013	Sent to ERC for review	Maintenance, FO noticed landing gear door missing a bolt requiring contract maintenance
1458	6/23/2013	Sent to ERC for review	Boarding Position, Failure to be in boarding position for entire boarding process.

1459	6/24/2013	Sent to ERC for review	Electronic Device, My cell phone was in my pocket began ringing once we landed in (***) I was unaware it was on. I turned it off immed!
1460	6/26/2013	Sent to ERC for review	UM, um procedures
1461	6/27/2013	Sent to ERC for review	Hot Aircraft, No Air Flow or circulation in cabin
1462	6/27/2013	Sent to ERC for review	Arm/Disarm Door, Girt bar not secured
1463	6/27/2013	Sent to ERC for review	Hot Aircraft, Warm Ground Air
1464	6/27/2013	Sent to ERC for review	Jumpseat, Captain did not advise us of landing, did not "ding" at 10,000 ft, was not secured in jumpseat during landing
1465	6/21/2013	Sent to ERC for review	(Company) computer failure- very late - all required duties preformed by all of the crew.
1466	6/27/2013	Sent to ERC for review	Hot Aircraft, Temperature in cabin unbearable
1467	6/28/2013	Sent to ERC for review	UM, Failure to escort UM during deplaning
1468	6/28/2013	Sent to ERC for review	Flight Attendant Manual Violation, I BOUGHT A MANUAL FROM (name) AT INFLIGHT OFFICE AND A/C PUSHED ON TIME. i WAS IN COMPLIANCE
1469	6/28/2013	Sent to ERC for review	OWWE_Briefing, Failure to brief exit rows
1470	6/28/2013	Sent to ERC for review	OWWE_Pax, pet in exit row for take off
1471	6/29/2013	Sent to ERC for review	Galley, Aft galley beer kit had only one working latch
1472	6/29/2013	Sent to ERC for review	OWWE_Briefing, Failure to brief exit rows
1473	6/28/2013	Sent to ERC for review	Hot Aircraft, turned lights down to cool aircraft during demonstration because aircraft was too hot (worried about safety, see ir)
1474	6/30/2013	Sent to ERC for review	Assist Animal, pax with an assist animal
1475	6/29/2013	Sent to ERC for review	UM, Unaccompanied Minor (UM) arriving late at gate without notice
1476	7/1/2013	Sent to ERC for review	Minimum Crew Violation, Operations agent began pre- boarding without all flight attendants on board the aircraft.
1477	6/26/2013	Sent to ERC for review	long delay due to severe Thunderstorms and lightning strikes

ASAP Reports received to date:

1477

▪ Accepted Reports to date =

1382

***Southwest Airlines Event Notification System (ENS) and
AirTran Safety Information Reported Event Notification (SIREN)****

Fielded Events for Period:

- 06/24/13 through 07/08/13 = 86
- Emergencies Declared = 20
- All OF 2013 to Date = 86**
- ALL OF 2010 = 1413
- ALL OF 2009 = 1210
- ALL OF 2008 = 940

*With the advent of SWA / AT SOC, TWU 556 receives both ENS and SIREN events from OCC. All ENS events will be tracked, trended and vetted for possible follow-up. All SIREN events will be tracked and trended but will not be vetted for follow-up as AT is covered under a different CBA and bargaining unit.

***ENS tracking and trending was suspended for the period of May 2012 – June 24th, 2013 – However ENS follow-up was maintained throughout this period. The Safety Team has re-established the practice of tracking and trending all ENS/SIREN events and will include the same in all future Safety Team Reports*

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- **TWU Local 556 Operational Safety Chair, Michael Massoni has re-established coordination duties for the TWU 556 Safety Team** with the following Health and Safety related Committees falling under his Leadership:
 - Occupational Health and Safety (Chaired by Michele Moore)
 - Accident and Incident Response (Go-Team)
 - Regulatory Compliance
 - ASAP
 - CISM
 - Professional Standards

This structure helps assure smooth coordination between all Union Health and Safety related functions thereby assuring compliance with Article 25 of the CBA in order to provide SWA Flight Attendants the safest working conditions and equipment possible.

- TWU Local 556 Operational Safety Chair, Michael Massoni and Occupational Health and Safety Chair, Michele Moore met in order to **re-establish the structure of the Union's Safety Team**. - During this meeting we reached-out to Management to reassure our coordinated efforts were in sync moving forward. We also reviewed our accident response plan and Go-Team protocols and made adjustments where appropriate. Contact was made with all Health and Safety related Committee's in an effort to harmonize protocols and establish command and control functions as it relates to the Executive Board, Safety Team and Southwest Airlines. Over the next several weeks we will shore-up all loose ends and have the entire Health and Safety Apparatus of 556 running in top form.
- **As changes have been made to the TWU 556 Accident Response Plan** - a revised copy of the plan will be re-distributed to all Members of the Executive Board, Office Staff and Go-Team via email. If a hard copy is desired please feel free to print one. Also a reminder is in order in that it is the responsibility of ALL TWU 556 personnel to familiarize themselves with this plan, as this will augment your efficient execution of it should the unthinkable happen.

OPEN DISCUSSION ITEM(S):

- The Southwest Airlines Flight Attendant Aviation Safety Action Program (ASAP)
 - Current Challenges
 - Continued Education & Awareness
 - Verbiage to use when referring people to the program
 - Staff and Executive Board Refresher Training
- Hot Aircraft Procedures
 - Operational Challenges
 - Problem Reporting Procedures

SCHEDULED AND STANDING MEETINGS:

- **Wednesday, July 10, 2013** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- **July 10,18, 25, 2013** – ASAP Related Meeting(s)
- **Monday & Tuesday July 22-23, 2013** – International Health and Safety Taskforce Meeting in NYC
- **Monday & Tuesday July 8-9, 2013** – Coalition of Flight Attendants in Washington, DC (Hosted by: TWU International)