

TWU Local 556 Safety Team

Michael Massoni – Operational Safety Chair

Michele Moore – Occupational Health & Safety 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; Erich Schwenk

Date: August 13th, 2013

Re: August 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 = 89

ID - Event Date – Status

Summary

1387	5/3/2013	Sent to ERC for review	Carts were in galley blocking galley entry
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.
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
1428	6/12/2013	Sent to ERC for review	Excessive duty day of 17:59. Scheduling did not provide hotel commendations in Mdw .
1447	6/19/2013	Sent to ERC for review	Frwd & Aft Galley strong smell of "bug spray", back stock of water, ale, mineral water, juices absorbed chemical.
1453	6/23/2013	Sent to ERC for review	Jumpseat, Took off in back with the "B"
1455	6/22/2013	Sent to ERC for review	Hot Aircraft, Blasted HOT Cabin

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!
1462	6/27/2013	Sent to ERC for review	Arm/Disarm Door, Girt bar not secured
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 performed by all of the crew.
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
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

1480	7/6/2013	Sent to ERC for review	Minimum Crew Violation, No Minimum crew onboard during crew change
1481	7/2/2013	Sent to ERC for review	Pax Medical, customer complained she feel light headed
1484	7/9/2013	Sent to ERC for review	Child Restraint Device, We took off with a car seat in the row directly forward of the emergency exit row.
1485	7/10/2013	Sent to ERC for review	OWWE_Pax, I discovered that an exit row customer had a bandaged hand.
1487	7/11/2013	Sent to ERC for review	Flight Attendant Manual Violation, FAM not found in my bag
1488	7/11/2013	Sent to ERC for review	Non Rev Employee Giving Cans to Passenger During Boarding
1489	7/11/2013	Sent to ERC for review	Hot Aircraft, Captian refusal to turn on APU to get cabin cooled although there was NO air in blasted hot cabin. All PAX Complaining
1490	7/9/2013	Sent to ERC for review	Child Restraint Device, car seat in row in front of OWWE
1491	7/14/2013	Sent to ERC for review	OWWE_Pax, Got caught up in helping PAX and found another pax later that entered exit row without being briefed, then reseated.
1492	7/15/2013	Sent to ERC for review	UM, Ums walked off alone
1493	7/15/2013	Sent to ERC for review	OWWE_Briefing, With 50+ thru pax then when family boarding happened I had to spend all my time aiding the families with seats together.
1495	7/16/2013	Sent to ERC for review	Fatigue due to 8:01 hour crew rest (adjusted by scheduling to be FAR illegal)
1496	7/13/2013	Sent to ERC for review	OWWE_Pax, failure to notice cat carrier under seat in the emergency exit row
1497	7/7/2013	Sent to ERC for review	Jumpseat, Landed in the back of the aircraft due to severe turbulence

1498	7/13/2013	Sent to ERC for review	UM, No sweepers to receive the um.
1499	7/14/2013	Sent to ERC for review	Minimum Crew Violation, Left plane early during crew change to get my child who was waiting up at the gate. 2f/a were still on board.
1500	7/17/2013	Sent to ERC for review	Alcohol Related-Pax, Passenger (name) was boarded while intoxicated
1501	7/18/2013	Sent to ERC for review	OWWE_Pax, resat passenger out of emergency exit seat who did not meet age requirement
1502	7/18/2013	Sent to ERC for review	OWWE_Briefing, Told Failure to brief exit row
1503	7/18/2013	Sent to ERC for review	Unsecure Cabin, pax ran to the bathroom to vomit on final decent and landed in the lav
1504	7/19/2013	Sent to ERC for review	OWWE_Briefing, failure to brief exit rows
1505	7/18/2013	Sent to ERC for review	Exploding Soda Can, I was opening a Sprite can and it exploded slicing my left index finger.
1506	7/18/2013	Sent to ERC for review	Flight was delayed due to ATC congestion at (city)
1507	7/19/2013	Sent to ERC for review	Hot Aircraft, ridiculously hot
1508	7/19/2013	Sent to ERC for review	Boarding Position, Leaving late, rushed boarding.
1509	7/20/2013	Sent to ERC for review	Exploding Soda, Ginger Ale can exploded in my hand while opening it
1510	7/20/2013	Sent to ERC for review	Child Restraint Device, While dealing w/ noncompliant pass in EE, missed car seat located in row behind EE row, FA "A" observed & moved prior push
1512	7/22/2013	Sent to ERC for review	Flight Attendant Manual Violation, I realized this morning as I was packing my bag to leave the hotel in (city) that my manuel was not in my bag.

1513	7/22/2013	Sent to ERC for review	OWWE_Pax, Noticed exit row person hid arm/wrist cast during exit row briefing. I saw it during deplaning.
1514	7/22/2013	Sent to ERC for review	When I opened the foward entry door w/the ops agent help the door did not lock into place. I stated that it had to lock
1515	7/23/2013	Sent to ERC for review	Flight Attendant Manual Violation, I realized upon arrival to shuttle van that I had inadvertantly left my flight attendant manual at the (base) lounge
1516	7/24/2013	Sent to ERC for review	OWWE_Briefing, did not brief exit row before takeoff
1517	7/20/2013	Sent to ERC for review	Minimum Crew Violation, Boarding Procedure
1518	7/25/2013	Sent to ERC for review	Unsecure cabin, placed a picture behind the last row of seats
1519	7/25/2013	Sent to ERC for review	Boarding Position, Failure to be in boarding positon
1520	7/26/2013	Sent to ERC for review	Hot Aircraft, Blasted HOT and HUMID Cabin prior to and during boarding.
1521	7/27/2013	Sent to ERC for review	Entered jetbridge without checking with ops
1522	7/29/2013	Sent to ERC for review	Arm/Disarm Door, Failure to disarm aft service door
1523	7/29/2013	Sent to ERC for review	Failure to close door to Jetbridge upon exiting
1524	7/29/2013	Sent to ERC for review	Minimum Crew Violation, Fourth jumpseater boarded prior to arrival of working crew
1525	7/27/2013	Sent to ERC for review	OWWE_Briefing, failure to brief exit row
1527	7/29/2013	Sent to ERC for review	passanger got off at the wrong place, F/A brought her down the jetbrige. Door was open for alarm to sound. F/A remind

1528	7/29/2013	Sent to ERC for review	Flight Deck Door Procedures, Failure to exit the flight deck following correct procedures
1529	7/30/2013	Sent to ERC for review	Equipment, Checked for EMK presence but did not unzip pouch to check for stethoscope and blood pressure cuff.
1531	7/31/2013	Sent to ERC for review	I no showed my trip due to confusing ckin time with push time.
1532	8/1/2013	Sent to ERC for review	Equipment, Wrong Emergency briefing card in seat back pocket for 300 A/C
1533	8/1/2013	Sent to ERC for review	Arm/Disarm Door, Failure to disarm aft entry door
1534	8/2/2013	Sent to ERC for review	Security, the security check list sheet was not onboard, handed to the pilots, or ops
1535	8/1/2013	Sent to ERC for review	Equipment, Safety information cards were for the 300-500 a/c instead of the 700 a/c
1536	8/1/2013	Sent to ERC for review	Equipment, Incorrect Safety Information card in seat back pockets.
1537	8/2/2013	Sent to ERC for review	Hot Aircraft, extreme hot temperatures in cabin and galleys
1538	8/2/2013	Sent to ERC for review	OWWE_Briefing, Failure to brief exit row before departure.
1539	8/1/2013	Sent to ERC for review	Medical-Pax, failure to ask capt to connect us to a medical consultant when a paramedic gave insulin to a diabetic with EMK syringes.
1540	7/3/2013	Sent to ERC for review	Unsecure Cabin, Trash put in FWD lav for landing.
1541	8/5/2013	Sent to ERC for review	Boarding Position, OWWE, I was standing at overwing and had moved back before we were completely through boarding due to my thru pax still seated
1542	8/3/2013	Sent to ERC for review	Arm/Disarm Door, Due to extreme fatigue, forgot to disarm door. "C" caught it.

1543	8/1/2013	Sent to ERC for review	Equipment, Safety Information Cards were wrong series of aircraft
1544	8/8/2013	Sent to ERC for review	Arm/Disarm Door, Did not arm my door
1545	7/2/2013	Sent to ERC for review	Checked equip on flights. Neglected to tell A/Capt. Assumed boarding position at exit row
1546	8/8/2013	Sent to ERC for review	OWWE_Briefing, failed to do exit briefing before takeoff.
1548	8/10/2013	Sent to ERC for review	Flight Attendant Manual Violation, I did not have revision 13-03
1549	8/9/2013	Sent to ERC for review	OWWE_Briefing, I failed to ask the C flight attendant if the OWWE was briefed.
1550	8/9/2013	Sent to ERC for review	Demo, Didn't do demo because we'd diverted to (city), no pax added or left & demo was done when we left (first city).
1551	8/10/2013	Sent to ERC for review	Arm/Disarm, Thought I heard "F/As prepare doors for dept." w/out looking to the front for the front door closed I armed prematurely.
1552	8/11/2013	Sent to ERC for review	Scheduling, reassigned to be on duty 12:41hrs.
1553	8/11/2013	Sent to ERC for review	OWWE_Briefing, Failure to brief OWWE
1554	8/11/2013	Sent to ERC for review	Flight Attendant Manual Violation, I inadvertantly left my manual in (city) inflight on a table and began my trip without it.

ASAP Reports received to date:

1554

▪ Accepted Reports to date =

1465

Aviation Safety & Health Database Int'l (ASHDI) – Reports Received = 0

Report

Entered into LaborForce

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

Fielded Events for Period:

- 06/24/13 through 08/13/13 = 285
- Emergencies Declared = 59
- All OF 2013 to Date = 371**
- 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 and Occupational Health and Safety Coordinator, Michele Moore **met with CISM Chairperson, Eileen Rodriguez concerning the health of the CISM program** and any current challenges regarding interactions with SWA Management. A decision was made to call a coordination meeting between Eileen, Local 556, and SWA Cabin Services Leadership at a future date.
 - **As changes have been made to the TWU 556 Accident Response Plan (ARP) - and Go-Team Member line-up** – a coordination meeting was held with the entire Go-Team (Michael Massoni, Michele Moore and Denny Sebesta. Within the meeting we went through the revised ARP in detail verifying roles and call-out protocols. We also identified weaknesses in the area of credentialing, as not all of our Go-Team Members are credentialed through SWA as Emergency Response Team Members. Michael Massoni agreed to bring the issue forward with Mike Hafner and the SWA Emergency Response Department.
 - **SWA introduced a new corporate risk matrix** as another step toward full implementation of our corporate Safety Management System (SMS). This new risk matrix will be used to risk all future ASAP events. Accordingly training was held with

corporate safety and all Members (primary and alternates) of the Inflight ASAP ERC in advance of introduction of this new risk matrix.

- **The NTSB informed TWU 556 that a Survival Factors Group would be formed concerning Southwest Airlines Flight 345(the LGA nose gear collapse event of 22 July, 2013)** – accordingly the TWU 556 Safety Department proffered and obtained party status within the investigation. Flight Attendant interviews are taking place this week. The Survival Factors Group is charged with creating a factual report that documents factors that affected survivability during and immediately after the event. This report will then be submitted to the entire NTSB for inclusion in the final report and subsequent formulation of causal factors and appropriate recommendation(s) to the regulators.
- **A meeting was held with Kevin Clark, Manager Customer Experience, concerning progress and challenges within the hot aircraft procedures task force** – during the meeting the TWU 556 Safety Team brought up ongoing concerns on measures not being taken to insure interdepartmental compliance with hot operations procedures that have now been in effect for months. Kevin's response was that he needed more documentation to bring forth further change. He also said that should Flight Attendants encounter an aircraft with significant temperature differentials throughout the cabin and mechanical issues are suspected, those issues need to be reported to the Flight Deck and written-up in the logbook. If there is resistance to these reporting procedures then an IR should be filed...we additionally recommend an ASAP report in addition to the IR.
- **The first Southwest Airlines ASAP InfoShare was held on August 13th, 2013** - at SWA HDQ. Event Review Committee Members from Dispatch, Flight Ops, Inflight and Maintenance ASAP programs participated in the day long event that included the following topics:
 - Best Practices
 - Purpose of Soliciting Reports
 - Cross-Departmental Recommendations
 - Ground Ops Opportunities
 - ASAP Perceptions amongst Employee Groups and Management
 - Information Availability (Closed Events, Identifying Flight Information etc.)

The session ended with a Q&A session with Members of Leadership from Corporate Safety, Ground Operations/Training, Dispatch/OCC and Flight Operations.

SCHEDULED AND STANDING MEETINGS:

- **Thursday, July 18, August 8, 2013** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- **July 18, 25, August 1, 2013** – ASAP Related Meeting(s)
- **Monday August 12, 2013** – Meeting w/Mike Hafner concerning Union Safety Issues
- **Wednesday& Thursday August 14, 2013** – NTSB Survival Factors Interviews and SWA Safety Debriefs concerning SWA 345