

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: August 12th, 2014
Re: August 2014 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 = **56**

ID - Event Date - Status		Summary
2082	6/28/2014	Sent to ERC for review Unsecure Cabin, Jumpseat, Take off was commenced prior to cabin being secured.
2106	7/9/2014	Sent to ERC for review OWWE_Briefing, Passenger in overwing not briefed prior to push back
2107	7/20/2014	Sent to ERC for review Boarding, Operations Boarding Without Notification to Flight Attendants
2118	7/8/2014	Sent to ERC for review Jumpseat, Equipment, Mechanical, Fwd jumpseat not working properly
2123	7/12/2014	Sent to ERC for review unruly passenger
2134	7/16/2014	Sent to ERC for review Boarding, security check not completed prior to boarding
2137	7/21/2014	Sent to ERC for review Security, "B" & "C" F/A forgot to sign security sheet
2142	7/22/2014	Sent to ERC for review Didn't know the seat belt sign was on and pass out peanuts.
2143	7/22/2014	Sent to ERC for review OWWE_Briefing, failure to brief exit row

2144	7/23/2014	Sent to ERC for review	Child Restraint Device, A baby in a car seat was strapped into a seat directly in front of the emergency exit.
2145	7/23/2014	Sent to ERC for review	Jumpseat, We as a crew let Trannie sit on the foward jumpseat for take off and landing
2149	7/23/2014	Sent to ERC for review	Boarding, Passengers boarded before security and equipment checks were done.
2152	7/23/2014	Sent to ERC for review	Boarding, Not on plane for boarding
2153	7/21/2014	Sent to ERC for review	UM, Inflight Audit distracting from UM Procedures
2155	7/24/2014	Sent to ERC for review	Hot Aircraft, 110 degrees on aircraft
2158	7/12/2014	Sent to ERC for review	Hot A/C
2162	7/25/2014	Sent to ERC for review	PA, failure to include emergency life raft in PA
2163	7/24/2014	Sent to ERC for review	Arm/Disarm Door, I disarmed door and "A" flight attendant cross checked. I then cracked door and starting cleaning plane.
2164	7/25/2014	Sent to ERC for review	Flight attendant failed to adhere to captain's instructions
2166	7/27/2014	Sent to ERC for review	OWWE_Pax, Preboard in exit row
2167	7/26/2014	Sent to ERC for review	Captain Rushed -Please see Event Description
2168	7/26/2014	Sent to ERC for review	OWWE_Briefing, Failure to verify with "C" flight attendant if exit row is briefed.
2169	7/26/2014	Sent to ERC for review	Hot Aircraft, The temperature on the plane was dangerously hot for 8 flights I worked on July 26th and the 27th.

2170	7/27/2014	Sent to ERC for review	Maintenance, pax expressed concern with red "canoe" (one of 3) under engine said it was shaking pilots checked & said OK to go
2172	7/28/2014	Sent to ERC for review	Boarding position, I was not in my boarding position for part of the boarding process.
2173	7/29/2014	Sent to ERC for review	evacuation of aircraft at the gate
2174	7/29/2014	Sent to ERC for review	Jumpseat, Aft Jumpseat broken. Only one seat left open for "B," no seat available for "C" on a full flight.
2175	7/27/2014	Sent to ERC for review	cabin crew informed the pilots of a burning rubber smell in the cabin area.
2177	7/28/2014	Sent to ERC for review	Flight Attendant Manual Violation, pax took flight attendant rollerbag with flight attendant manual inside. Didn't realize it till we landed in (city).
2179	7/12/2014	Sent to ERC for review	aft part of the plane filled with noxious fumes. mx verified TCP exposure/ingestion event
2180	7/31/2014	Sent to ERC for review	FLight Attendant Manual Violation, Forgot to switch my Flight Attendant Manual to my new bag/luggage, did not realize until day two of trip.
2181	7/31/2014	Sent to ERC for review	OWWE_Briefing
2182	8/1/2014	Sent to ERC for review	Arm/Disarm Door, During the descent I noticed 1 side of the girt bar out of bracket. Replaced and checked that it didn't slide out again
2183	7/31/2014	Sent to ERC for review	Unsecure Cabin, Child in lavatory while landing
2184	8/1/2014	Sent to ERC for review	PAX Medical, Failure to retrieve name, address and phone number of affected Passenger following a medical event.
2185	8/2/2014	Sent to ERC for review	OWWE_Pax, Pet, Cat seated at exit row

2186	7/27/2014	Sent to ERC for review	Unsecure Cabin, bag not properly stowed due to it being impossible to see because of pax cast and dark clothing.
2187	8/3/2014	Sent to ERC for review	Arm/Disarm Door, Distracted by customer, took strap off rear entry door but didn't disarm door, slide did not deploy
2188	8/1/2014	Sent to ERC for review	Minimum Crew Violation, Left aircraft and immediate jetway area after boarding.
2189	8/2/2014	Sent to ERC for review	Jumpseat, Did not make it back to jumpseat for landing, took passenger seat to be safely buckled for landing.
2190	7/29/2014	Sent to ERC for review	OWWE_Briefing, I forgot to brief one side of the emergency exit row because because I was assisting passengers with their luggage.
2191	7/31/2014	Sent to ERC for review	FA Illness, Chemical Inhalation during flight
2193	8/5/2014	Sent to ERC for review	Scheduling, Received a FTR due to not getting contacted by Scheduling in time
2194	8/5/2014	Sent to ERC for review	Hot Aircraft, Cabin hot temperature
2195	8/5/2014	Sent to ERC for review	Child Restraint Device, I noticed a child in a cares device behind the over wing during cruise.
2196	8/5/2014	Sent to ERC for review	Landed in (city), taxing stopped, heard disarm doors and cross check, had just disarmed doors and heard PA staying mistake
2197	8/6/2014	Sent to ERC for review	Arm/Disarm Door,Aft galley service door partially armed when I boarded the aircraft for originator
2198	8/5/2014	Sent to ERC for review	Security, The flameless ration heater found during cruise was not given to ops upon arrival
2200	8/6/2014	Sent to ERC for review	Arm/Disarm Door, the generator went off and it caused the lights to come on full bright and the bell rang. We thought we were at the gate

2201	8/7/2014	Sent to ERC for review	On arrival the gate agent told me to call sched immediately so I grabbed my phone and stepped out in jetway to do so
2202	8/7/2014	Sent to ERC for review	Tripped on passengers foot when serving coffee and spilled a little on a passengers arm.
2203	8/6/2014	Sent to ERC for review	PASSENGER'S BEHAVIOR
2204	8/8/2014	Sent to ERC for review	Someone unauthorized opened the aircraft door on arrival.
2205	8/9/2014	Sent to ERC for review	Unsecure Cabin, capt pushes off gate before doors are armed and cockpit door is not closed
2206	8/9/2014	Sent to ERC for review	Equipment, emergency equipment was not completely checked prior to boarding first customers
2207	8/10/2014	Sent to ERC for review	Pet, Passenger not obeying pet carrier rule regarding sitting in bulkhead seat

ASAP Reports received to date: **2207**

▪ Accepted Reports to date = **2017**

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:

- 07/15/14 through 08/12/14 = **180**
- Emergencies Declared = **23**
- All OF 2014 to Date = **1395**

- ALL OF 2013 = **1138****
- 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 NOC. 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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- **Over the last month 556 Safety has fielded a total of 4 significant fume events** that has affected Flight Attendants, Pilots and/or passengers. 2 of the 4 events have been reported through ASAP which will allow us to analyze the events individually, assess a root cause and determine if any systemic factors are in play. If systemic issues are identified the ASAP corrective action protocol will be applied additionally, 556 Safety will brief our EB liaison of the ERC findings and applicable corrective actions applied and/or recommendations born of these events.
 - **556 Safety Continues to receive phone calls, emails and ASAP Reports concerning unreasonably hot cabin temperatures** being experienced within our operations. We continue to recommend reporting via IR, ASAP and emails directly to Kevin Clark. 556 Safety also recommends that the EB discuss the issue with Management and asking the question:
 - o What control procedures are in place to ensure all hot operations procedures are being followed as written by each of the operational departments involved? We ask this simply to illustrate the reality that the best thought out procedures mean nothing if you don't have a means of measuring compliance and thus, quality assurance.

It is 556 Safety's opinion; should there not be adequate hot operations procedural controls in place, the Company is complicit by default and in violation of Article 25, #2 of the CBA (Flight Attendants shall be provided safe equipment, working areas, and working conditions.).

- **WN 424 Emergency Evacuation Recap:**
 - o On July 22, 2014 SWA Flight 9015 (SWA9015) departed from Baltimore/Washington International Thurgood Marshall Airport (BWI) to

Chicago Midway International Airport (MDW). SWA9015 was originally scheduled to operate as SWA Flight 424, aircraft N785SW, with a scheduled departure time of 2155 Eastern Daylight Time (EDT). For operational reasons, SWA Flight 424 was stubbed to SWA9015 using aircraft N621SW. SWA9015 departed BWI at 2216 EDT with 49 Passengers and a Crew of five.

During cruise, the Flight Crew received a forward bin cargo fire indication. An emergency was declared and the flight diverted to CMH, landing on Runway 28L. The flight landed at 2329 EDT. After landing, the Flight Crew initiated an evacuation via emergency slides on both the forward and aft entry doors. There were no reported injuries to Passengers or Crew onboard.

CMH Aircraft Rescue and Fire Fighting (ARFF) responded and noted a slight haze in the forward bin cargo compartment, likely residue from the fire extinguisher bottles. No evidence of fire or high heat was found.

The NTSB declined to launch a formal investigation into this event. The CISM Debrief with the entire Flight Attendant Crew took place on Monday, August 11, 2014 and the SWA Safety Debrief took place on Tuesday, August 12, 2014 in Dallas. 556 Safety was advocated for the Flight Attendant Crew at the Safety Debrief.

OPEN DISCUSSION ITEM(S):

- Hot Aircraft Procedures
 - o Operational Challenges
 - o Problem Reporting Procedures (Note Increase in ASAP Reported Events)
 - o TWU Shop Steward Cabin Temperature Measurement Initiative (Data Analysis and Action Plan)?

SCHEDULED AND STANDING MEETINGS:

- **Tuesday, August 12, 2014** – Safety Debrief - SWA Flight 424 (9015)
- **August 12, 13, 19, 20, 2014** – ASAP Related Meeting(s)
- **August 26-28, 2014** – GDT (737-MAX Related)