

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: March 10th, 2015
Re: March 2015 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 = **19**

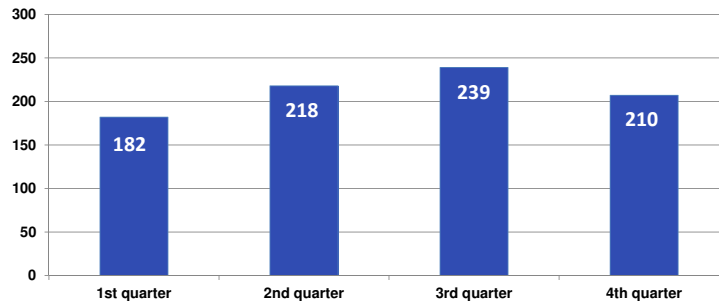
ID	Event Date	Status	Summary
2587	2/16/2015	Sent to ERC for review	Minimum Crew Violation, CAPT told us to leave even though only 2 FAs from outbound crew showed
2599	2/23/2015	Sent to ERC for review	Arm/Disarm Door, Was late in arming girt bars. Distracted by last minute arriving passengers who were looking for seats
2603	2/25/2015	Sent to ERC for review	Child Restraint Device, Ticketed Infant in Cares CRS in row 10 in front of Exit row
2604	2/26/2015	Sent to ERC for review	Unsecure Cabin, Jump seat, Cleared for takeoff PA made too soon
2606	2/25/2015	Sent to ERC for review	Rats inside cabin
2607	2/27/2015	Sent to ERC for review	Safety issue, rats on a plane
2608	2/25/2015	Sent to ERC for review	Rat on the plane
2609	2/25/2015	Sent to ERC for review	Aircraft swap to an aircraft that had a rodent in it posing a potential health and safety risks to crew and passengers.
2610	2/25/2015	Sent to ERC for review	My crew was asked to take a reroute for a flight on which previous crew found two rats on a/c and felt unsafe to take
2611	2/28/2015	Sent to ERC for review	Child Restraint Device, failure to see car seat forward of OWWE
2612	3/1/2015	Sent to ERC for review	Immigration Forms, We ran out of Mexican Immigration forms About 36 people without. Need more in kit
2613	3/2/2015	Sent to ERC for review	OWWE_Pax, Wife of pax in over wing fastened seatbelt over husband's large belly.

2614	3/1/2015	Sent to ERC for review	OWWE Pax, Moved preboard passenger from exit row.
2615	3/1/2015	Sent to ERC for review	Not in boarding position
2616	3/3/2015	Sent to ERC for review	Unsecure Cabin, barely able to give exit row briefing with forward door being shut by ops
2617	3/5/2015	Sent to ERC for review	Landing notification, Pilots failed to give In-Flight Cabin Crew Final Descent Indication
2618	3/6/2015	Sent to ERC for review	Equipment, missing cabin clean up bag and one POB in aft
2619	3/6/2015	Sent to ERC for review	Equipment, Called to front because AED not working, it was but did not notice FAs Response Kit had been used.
2620	3/6/2015	Sent to ERC for review	Arm/Disarm Door, Incorrect procedure used to arm the aircraft door

- **ASAP Reports received to date:** **2620**
- **Accepted Reports to date:** **2513**
- **Excluded Reports to date:** **88**

2014 ASAP Data

Southwest



- 849 reports on 712 events
- 581 referrals to other departments
- 23 recommendations
 - 14 accepted
 - 2 amended
 - 4 rejected
 - 3 open



- **2014 ASAP Data Snap Shot - See Attached Full Report**



- Several **ASAP Administrative Meetings** - were held in January and February including:
 - ASAP 2014 Data Review
 - An FAA Mandated ASAP Reset Meeting that involved all ASAP programs on SWA Property that was attended by all ERC Members as well as organization(s) signatories
 - Inflight ASAP Quarterly Meeting
- **The FAA has changed their primary ASAP ERC Member** - from Denise Zurbruggen to Theresa Moore. In lieu of this change Denise still remains SWA Primary Cabin Safety Inspector.

Southwest Airlines Event Notification System (ENS) and

Fielded Events for Period:

- 01/01/15 through 03/10/15 = **586**
 - Emergencies Declared = **113**
- 10/14/14 through 12/31/14 = **342**
 - Emergencies Declared = **61**
- 2015 Year-to-Date = **586**
- ALL OF 2014 = **2119**
- ALL OF 2013 = **1138***
- ALL OF 2010 = **1413**
- ALL OF 2009 = **1210**
- ALL OF 2008 = **940**

**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 events and will include the same in all future Safety Team Reports*

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- **556 Safety will be following-up on a rodent infestation event that occurred in February and that is also being investigated through ASAP.** It originally appeared that Management was going to take action against the Flight Attendants involves, going down the path of “refusal to fly”. After several phone calls and email exchanges between Management and 556 Safety, it appears Management has dropped the issue before any fact-finding took place. After reviewing the procedures outlined in the FAM concerning rodent infestation, it

appears that their needs to be some work done on refining said language. Again we will be taking this issue up in our March Health and Safety Coordination (HASC) meeting as well as through the ASAP process.

- **Due to issues surrounding interactions between our Members and the NOC/Crew Ops Support** – 556 Safety has agreed to meet on a monthly basis with NOC/Crew Ops Support Leadership in an effort to assist them in developing a Crew friendly operational vs. Scheduling oriented mind set. Michele Moore and Eileen Rodrigues of CISM, as well as myself will attend these meetings.
- **556 Safety continues to try and set appointments with Kevin Clark, Cabin Services Liaison' to the Hot Operations Review Board (HORB) in order to ensure forward planning is taking place in order to mitigate another year of unacceptable aircraft cabin temperatures** - at this juncture we have not had luck securing such a meeting and may have to elevate our request to Mike Hafner within the next week. We will also be airing our belief that both 556 Safety and SWAPA should have a seat at the table within the HORB as we are both the voices of the work groups most effected by unacceptable cabin temperatures and serve as the voice of our passengers.
- **Year-to-Date OSHA 300 Logs for all Domiciles (Attached)**
- **2014 Inflight Injury Interview Report (I3R) Data Summaries:**

**Inflight Top 5 Action and Cause
All Injuries - 2014**

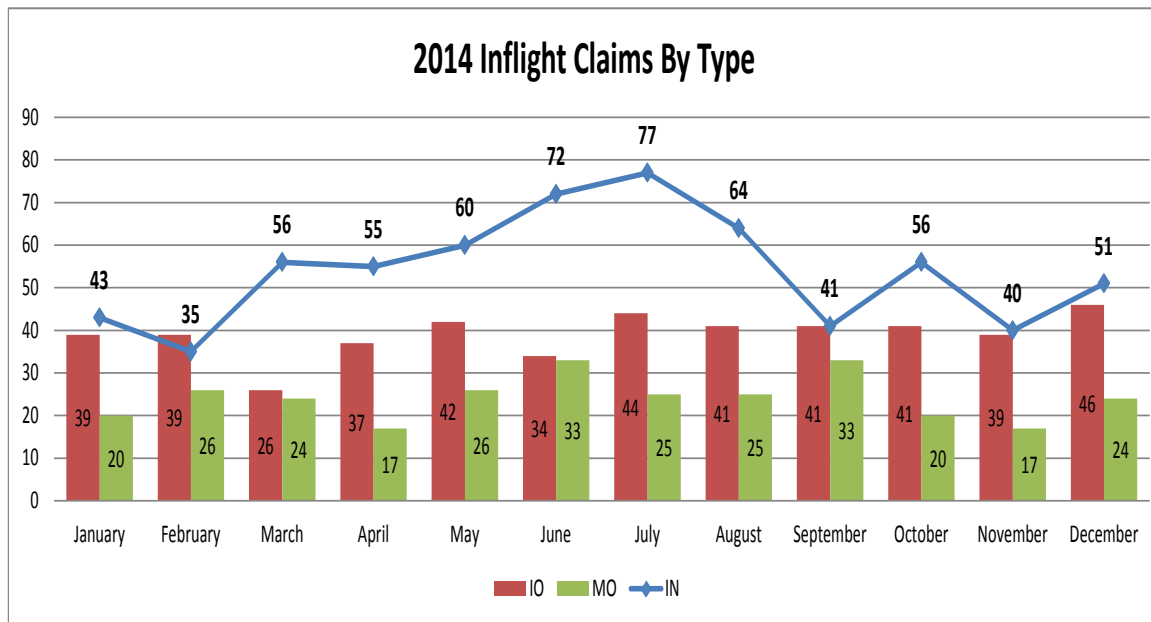
Other	
Performing inflight service	29
Sitting on jumpseat	22
Other	15
Walking	10
Walking through cabin	8
Cleaning aircraft cabin	8
Securing the cabin	8
Slip / Trip / Fall	
Walking	38
Performing inflight service	16
Other	12
Walking through cabin	10
Securing the cabin	9
Carrying / Lifting	
Lifting luggage into overhead bin	28
Putting luggage in/getting out of an overhead bin	18
Assisting disabled passenger	9
Rearranging carry-on luggage	8
Performing inflight service	8
Struck by / Against	
Performing inflight service	20
Securing the cabin	8
Cleaning aircraft cabin	7
Sitting on jumpseat	7
Walking through cabin	6
Pushing / Pulling	
Rearranging carry-on luggage	11
Closing overhead bin door	10
Performing inflight service	8
Lifting luggage into overhead bin	7
Putting luggage in/getting out of an overhead bin	7

Inflight - All Injuries

Claims Summary Report

Claim/Injury Detail	2014			2013			% Change YoY	
	Inflight	Systemwide	% of System	Inflight	Systemwide	% of System	Inflight	Systemwide
Lost Time Claims	650	3866	16.81%	636	3442	18.48%	2.20%	12.32%
Medical Only Claims	290	2200	13.18%	305	2054	14.85%	-4.92%	7.11%
Incident Only Injuries	469	4962	9.45%	466	4853	9.60%	0.64%	2.25%
TOTAL	1409	11028	12.78%	1407	10349	13.60%	0.14%	6.56%

Cost Detail	2014			2013			% Change YoY	
	Inflight	Systemwide	% of System	Inflight	Systemwide	% of System	Inflight	Systemwide
Average Cost Per Claim**	\$12,047			\$13,152				
Lost Time Claims	\$7,830,550	\$46,573,702	16.81%	\$8,364,672	\$45,269,184	18.48%	-6.39%	2.88%
Medical Only Claims	\$3,493,630	\$26,503,400	13.18%	\$4,011,360	\$27,014,208	14.85%	-12.91%	-1.89%
TOTAL	\$11,324,180	\$73,077,102	15.50%	\$12,376,032	\$72,283,392	17.12%	-8.50%	1.10%



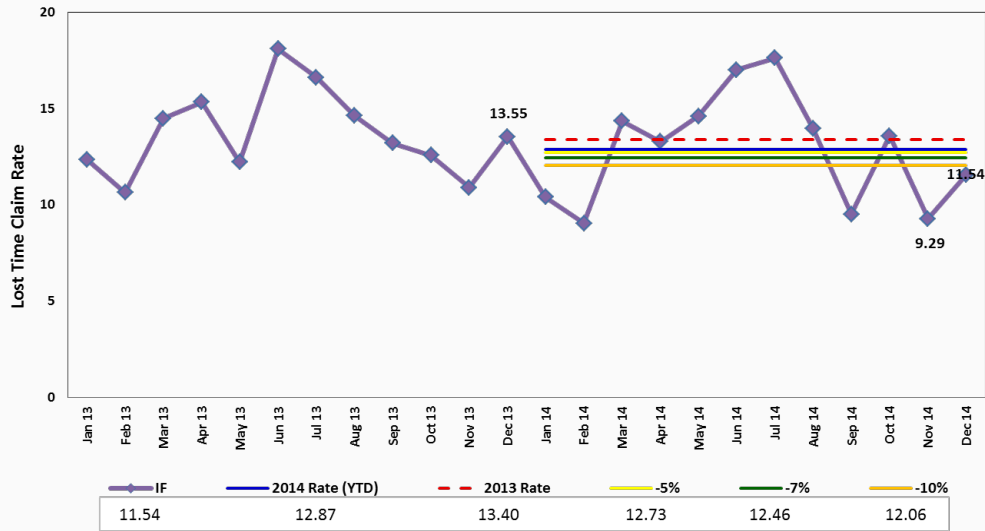
Notes:

- Counts and costs shown here tied to the claim report date (i.e., a claim reported on August 1st for an injury that occurred on March 31st will be grouped with August claims)
- **Average cost per claim per Financial Planning and is used to calculate projected claim costs. Data as of November 2014**
- Incident Only Injuries are not reflected in Average Cost Per Claim
- In department breakdowns on the following pages, "Ground Ops" includes corporate/HDQ job titles, as well as GSE.
- Data validation as of the 5th of each month

Notice: Confidential information not to be communicated except for specific purposes authorized by SWA management.

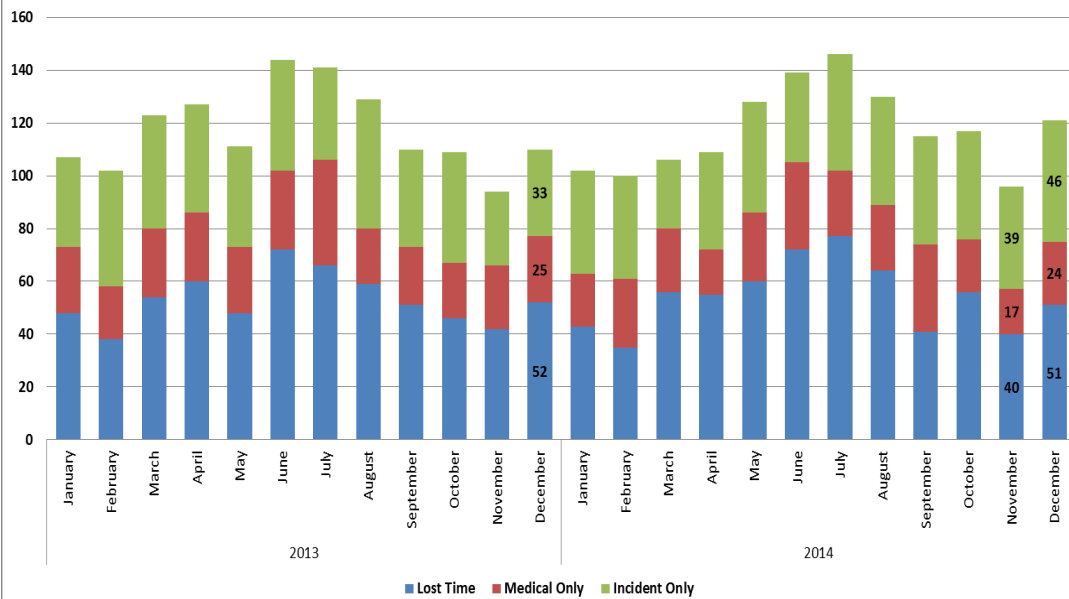
Data Source: Sedgwick
Prepared by: Caroline Llewellyn

Lost Time Claim Rate – Inflight



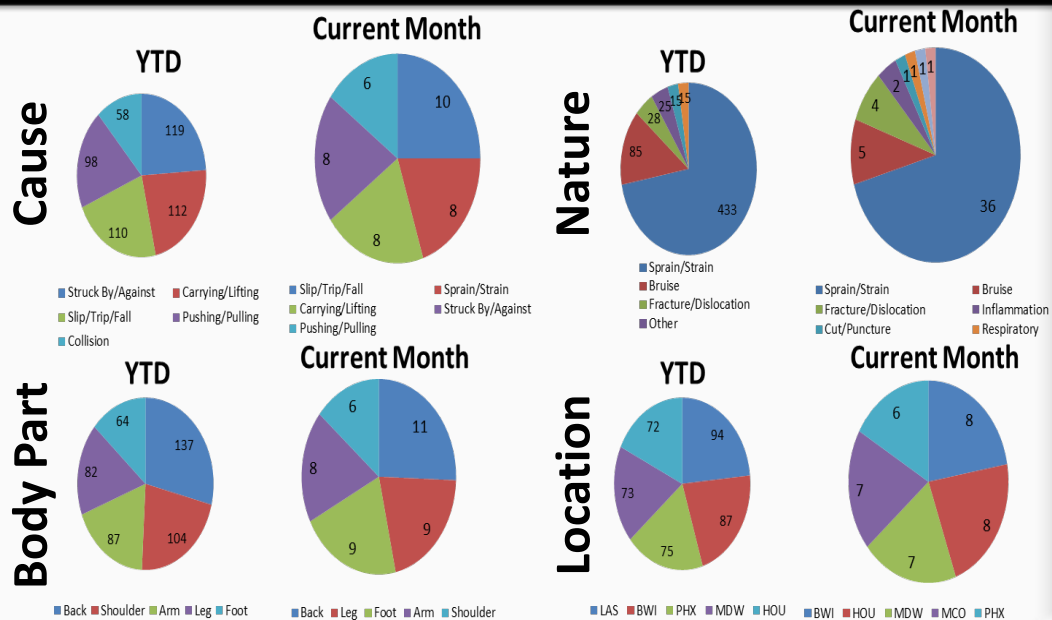
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All Injuries Reported by Claim Type – Inflight



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Inflight Detail – Lost Time Claims



SOUTHWEST AIRLINES CONFIDENTIAL

SCHEDULED AND STANDING MEETINGS:

- **Tuesday March 17th, 2015** – SWAShare (SWA ASAP Programs Inforshare)
- **Tuesday March 17th, 2015** – Uniform Design Team Presentation to Executive Steering Group (ESG)
- **Thursday March 19th, 2015** – Health and Safety Coordination (HASC) Meeting
- **Thursday March 19th, 2015** – ASAP ERC Voting Member
- **Tuesday, April 13, through Thursday, April 16, 2015**– National ASAP InfoShare, Pittsburgh, PA
- **Wednesday April 22** – ASAP Quarterly Meeting