

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: April 12th, 2015
Re: April 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 = **20**

ID	Event Date	Status	Summary
2672	3/30/2015	Sent to ERC for review	OWWE_Briefing, I inadvertently forgot to brief the OWWE
2676	4/1/2015	Sent to ERC for review	Jumpseat, severe turbulence kept us seated from the last tray served until the plane landed
2677	3/31/2015	Sent to ERC for review	Unsecure Cabin, Jumpseat, 10,000 warning
2678	3/30/2015	Sent to ERC for review	Peanut Allergy, I mistakenly forgot to apply the peanut allergies of passenger to service.
2679	4/2/2015	Sent to ERC for review	Flight Attendant Manual Violation, Pax who departed in (city) took my bag which had my manual inside. No manual for 3 flights
2680	4/2/2015	Sent to ERC for review	Arm/Disarm Door, I was distracted by the captain's request to crack entry door and almost did it without disarming.
2683	4/3/2015	Sent to ERC for review	Equipment, Failure to check for demo equipment.
2684	4/3/2015	Sent to ERC for review	Got distracted by passenger altercation over seat saving and forgot to brief OWWE
2685	4/3/2015	Sent to ERC for review	Flight Attendant Manual Violation, missing pages of flight manual
2686	4/2/2015	Sent to ERC for review	The "C" was absent from Cabin for 40 min sitting sleeping in the Cockpit
2687	4/4/2015	Sent to ERC for review	Boarding, I was not in my boarding position when boarding began.

2688	4/4/2015	Sent to ERC for review	OWWE_Briefing, Failure to brief exit rows in timely manner
2689	4/4/2015	Sent to ERC for review	Alcohol Related-Pax, Captain let intoxicated pax stay on plane.
2690	4/5/2015	Sent to ERC for review	Alcohol Related-Pax, Pax boarded with open beer
2691	3/24/2015	Sent to ERC for review	Service animal blocking aisle and encroaching on adjacent pax space
2692	4/5/2015	Sent to ERC for review	Did not give 3-point briefing to non-ambulatory passenger who was traveling with 3 family members
2693	4/5/2015	Sent to ERC for review	UM, Failed to follow um procedure
2694	4/5/2015	Sent to ERC for review	SEATBELT SIGN LIGHT BURNT OUT IN FIRST ROW A/C RT FROM (city-city). FIXED IN (city).
2695	4/1/2015	Sent to ERC for review	Jumpseat, Took nearest seat possible for landing for my safety
2696	4/6/2015	Sent to ERC for review	Jumpseat, I landed in PAX seat, last row, 24C on arrival to (city) due to aft jump seat contamination

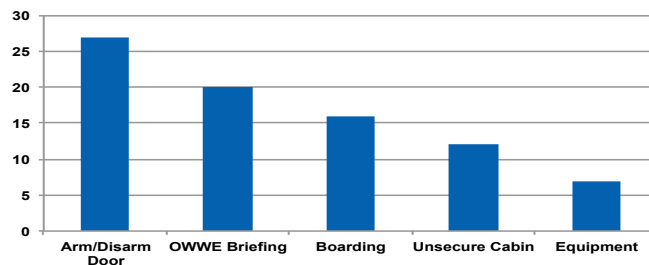
ASAP Reports received to date: 2696

- **Accepted Reports to date: 2586**
- **Excluded Reports to date: 91**

Q1 2015 ASAP Data Review

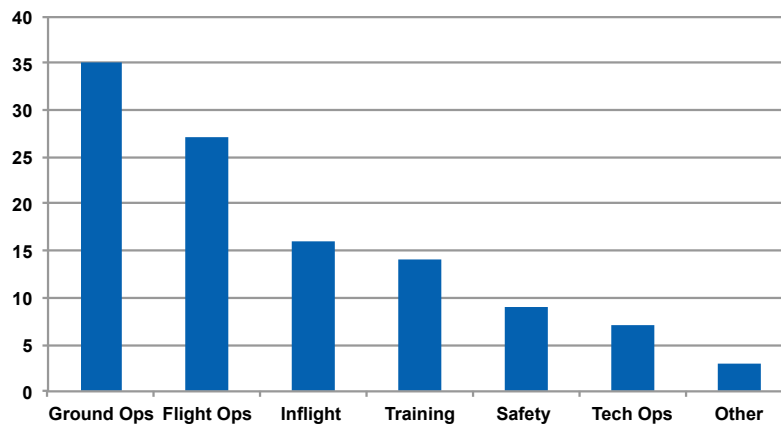
1st Quarter ASAP Data

Southwest



- **179 reports on 222 events**
 - 1 non-sole source (FA not in boarding position)
- **112 referrals to other departments**
- **3 recommendations**
 - 3 accepted

1st Quarter Reports Shared



- Other reports shared with- Federal Airport Security, Customer Relations, and Provisioning

Accepted Recommendations



Equipment

- An aircraft operated five legs without one of the forward PBEs. Three different Crews failed to notice the PBE was missing.
- RBF about Emergency Equipment Check published 01-13-2015

Safety Information Cards

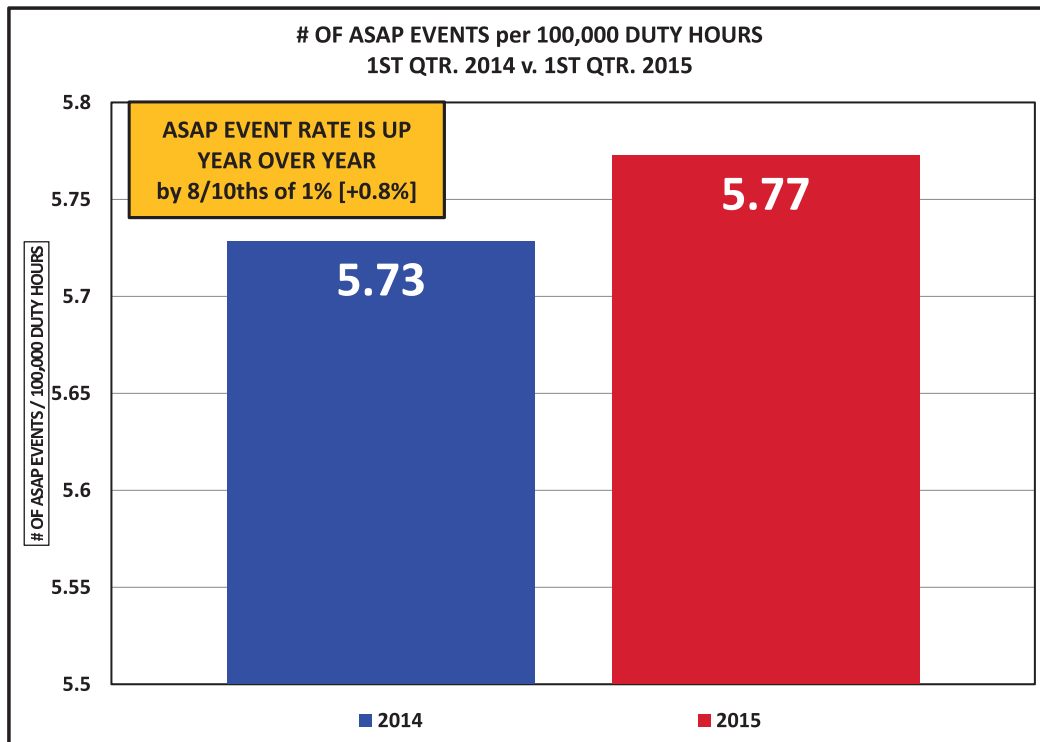
- An aircraft operated three legs with the incorrect series of cards onboard. Two Crews failed to check the cards at the OWWE before departure.
- Inflight Info on the Go about verifying the correct cards are onboard was published 01-22-2015

Accepted Recommendations



Bloodborne Pathogen Clean Up

- Some Flight Attendants thought they made the determination if a contracted response team will be called.
- FA Manual verbiage instructed the FA to ask the Captain or Operations Agent to call for the contracted response team.
- Decision is joint between Operations Agent and Safety and Security at HDQ.
- FA Manual revision 15-01 dated 04-10-15 verbiage change.
"FAs immediately notify the Captain or Operations Agent so that the Operations Agent may contact the Safety Support Line for assistance in cleaning the spill."



- **As illustrated in the ASAP Event Reporting Rate figure above, reflecting only a 0.8 % year over year increase in ASAP reporting** – SWA, FAA and TWU Safety are in agreement that ASAP Program promotion should be a major initiative this year. We believe a realistic event rate goal to be somewhere on the order of 5 plus percent year over year. We are pushing for a multi-faceted promotion in the form of increased RT visibility, continued Base visits w/ERC and Leadership interaction for educational purposes as well as updated promotional materials that may include pamphlets, posters and ink pens.

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 01/01/15 through 03/10/15 = **294**
 - Emergencies Declared = **49**
- 2015 Year-to-Date = **880**
- 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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- **Due to issues surrounding interactions between our Members and the NOC/Crew Ops Support** – 556 Safety is continuing 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 met with Mike Hafner concerning the lack of information being provided in regards to this years hot operations policies and procedures** – the meeting with Mr. Hafner gave way to a meeting that is set for the last week of this month between 556 Safety and Members of the Hot Operations Review Board (HORB). We have been told the this meeting will give us a detailed overview of this years hot operations procedures and provide a venue for 556 Safety to voice its opinions/suggestions concerning the same.

- **Year-to-Date OSHA 300 Logs for all Domiciles (Attached)**

SCHEDULED AND STANDING MEETINGS:

- **Wednesday April 1st, 2015** – Meeting w/SWA Emergency Response Dept. RE: Go Team shared resources
- **Thursday April 2nd, 2015** – ASAP ERC Voting Member
- **Tuesday April 2nd, 2015** – Health and Safety Coordination (HASC) Meeting
- **Tuesday April 2nd, 2015** – Inflight Safety Debrief (March Decompression Event)
- **Monday April 6th, 2015**– ASAP Quarterly Meeting
- **Wednesday April 8th, 2015 through Thursday April 9th, 2015** – MCO ASAP Base Visit and MCO Safety Fair
- **Tuesday, April 13, through Thursday, April 16, 2015**– National ASAP InfoShare, Pittsburgh, PA
- **Tuesday April 21st, 2015** – Network Operations Control (NOC) / Crew Operations Team (COT) standing monthly meeting
- **Tuesday April 21st, 2015** – HORB (Hot Aircraft) Meeting
- **Tuesday April 21st, 2015 through Wednesday April 22nd, 2015** – 737 Max 7 Analysis with GDT