



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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Safety Team Report

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 11, 2015
Re: August 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 = 67

ID	Event Date	Status	Summary
2896	6/22/2015	Sent to ERC for review	Arm/Disarm Door, Provo opened armed door with red strap on
2934	7/2/2015	Sent to ERC for review	Arm/Disarm Door, I was wiping up water on floor, provo knocked & I cracked door, slide fell 1/4 out of pack. Mtnce put it back in.
2938	7/5/2015	Sent to ERC for review	Arm/Disarm Door, slide fell out of shell
2963	7/13/2015	Sent to ERC for review	Arm/Disarm Door, Attention diverted while disarming of door slide
2971	7/17/2015	Sent to ERC for review	Arm/Disarm Door, Failure to arm main entry door
2972	7/17/2015	Sent to ERC for review	Arm/Disarm Door, Galley service door was armed during boarding
2974	7/17/2015	Sent to ERC for review	Unsecure Cabin, Jumpseat, Did not make it to jumpseat before takeoff
2977	7/20/2015	Sent to ERC for review	Equipment, Equ check item not found
2978	7/15/2015	Sent to ERC for review	fueling aircraft with doors shut and armed
2979	7/19/2015	Sent to ERC for review	Flight Deck Door Procedures, flight deck door was opened by pilots during a threat level1-2 event involving an unruly passenger with scissors
2980	7/19/2015	Sent to ERC for review	Demo, Did not repeat Emergency PA and safety demo, due to no new passengers boarding the aircraft
2981	7/20/2015	Sent to ERC for review	Peanut Allergy, Due to an honest mistake, I forgot we had a peanut allergy and served peanuts onboard.
2985	7/22/2015	Sent to ERC for review	Boarding Posiiton, I was not in my boarding position as the "A" failed to make the boarding PA for flight attendants
2986	7/22/2015	Sent to ERC for review	Flight Attendant Manual Violation, Flight Attendant Manual not updated
2988	7/13/2015	Sent to ERC for review	Pax Count, Passenger count not corrected

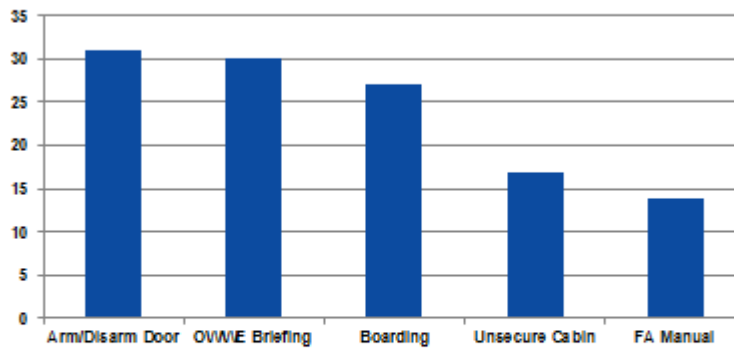
2989	7/19/2015	Sent to ERC for review	Passenger interfering with crew member duties
2990	7/22/2015	Sent to ERC for review	OWWE_Briefing, thought "C" FA told me he briefed overwing he was unsure and briefed after takeoff
2991	7/19/2015	Sent to ERC for review	Arm/Disarm Door, failure to disarm doors
2992	7/22/2015	Sent to ERC for review	Arm/Disarm Door, Failure to disarm door
2993	7/22/2015	Sent to ERC for review	Medical-Crew, did not land in jump seat position
2994	7/24/2015	Sent to ERC for review	UM, UM misplaced documents in folder.. Unable to locate
2995	7/25/2015	Sent to ERC for review	Child Restraint Device, Car seat in row in front of the exit row
2996	7/24/2015	Sent to ERC for review	Takeoff Notification, Clearing for departure notices
2997	7/24/2015	Sent to ERC for review	Takeoff Notification, Clear for departure notice
2998	7/25/2015	Sent to ERC for review	Takeoff Notification, Clear for departure notice
2999	7/25/2015	Sent to ERC for review	Flight Attendant Manual Violation, Failure to have complete flight attendant binder
3002	7/26/2016	Sent to ERC for review	Demo, During safety demo I was not at row 10, I was a few rows off.
3003	7/25/2015	Sent to ERC for review	Did not make final walk through.
3004	7/26/2015	Sent to ERC for review	Cabin Lights, Failure to dim lights on takeoff
3006	7/27/2015	Sent to ERC for review	Failure to sit in jumpseat on landing (turbulence)
3008	7/27/2015	Sent to ERC for review	Boarding, LEO seating, Seating of LEO per loading
3009	7/26/2015	Sent to ERC for review	Hot Aircraft, Captain not cooperating to turn on APU to cool the cabin
3010	7/29/2015	Sent to ERC for review	Hot Aircraft, Hot Stinky airplane
3011	7/23/2015	Sent to ERC for review	UM left A/C without flight attendant
3012	7/27/2015	Sent to ERC for review	Flight Attendant Manual Violation, I left my manual in the (***) F/A lounge. I had MBL'd and was running late, took it out to check updates
3013	7/29/2015	Sent to ERC for review	Arm/Disarm Door, Forgot to disarm door.
3014	7/29/2015	Sent to ERC for review	Arm/Disarm Door, slide pack fell out
3015	7/29/2015	Sent to ERC for review	Boarding, phone was on galley counter during boarding and rang did not touch nor answer during boarding
3016	7/30/2015	Sent to ERC for review	Arm/Disarm Door, Opening fwd galley service door
3017	7/30/2015	Sent to ERC for review	Equipment, Security strap was broken
3018	7/27/2015	Sent to ERC for review	Arm/Disarm Door, Failure to disarm door upon arrival. Distracted. Disarmed upon cross-check.
3019	8/1/2015	Sent to ERC for review	I failed to inform a dead heading (company) pilot to raise his tray table after I made the announcement to do so .
3020	8/1/2015	Sent to ERC for review	Arm/Disarm Door, disarmed door, cross check complete by "C." cracked door heard click held door look down & girt bar popped out
3021	8/2/2015	Sent to ERC for review	Arm/Disarm Door, The CA closed and armed the forward forward entry door
3022	8/2/2015	Sent to ERC for review	OWWE_Briefing, After telling "A" I briefed exit on the ground, when I took orders wanted to make sure so I briefed again.

3023	8/2/2015	Sent to ERC for review	Equipment, Not sure if I remember seeing
		CPR mask while checking equipment	
3024	7/31/2015	Sent to ERC for review	crew sent to unsafe hotel environment.
3025	8/2/2015	Sent to ERC for review	Clear Zone, Passenger refusing to remove
		himself from The Clear Zone while waiting to use to forward Lav	
3026	8/3/2015	Sent to ERC for review	Arm/Disarm Door, Door opened with Girt Bar
		attached, slide was not deployed.	
3027	8/3/2015	Sent to ERC for review	OWWE_Briefing, Forgot to brief OWWE
		until after takeoff	
3028	8/2/2015	Sent to ERC for review	Door/Trash Can, Forward Galley Door unable
		to be opened by provisioner because trash can was blocking the door	
3029	8/4/2015	Sent to ERC for review	Landed in PAX seat. PAX who was traveling
		with two infants was scared and would not calm down. I talked her thru landing	
3030	8/4/2015	Sent to ERC for review	Equipment, Failure to complete entire preflight
		equipment check.	
3031	8/5/2015	Sent to ERC for review	Boarding, PAX allowed to board before
		preflight safety and security duties could be completed for an originating flight.	
3032	8/5/2015	Sent to ERC for review	Flight Delay, Plane departed late due to no
		provision for a 4 hr flight	
3033	7/26/2015	Sent to ERC for review	During takeoff, I pulled out my cell phone to
		take a photo of my board and put in airplane mode	
3034	8/6/2015	Sent to ERC for review	Boarding Notification, Message of the start of
		boarding not delivered	
3035	8/7/2015	Sent to ERC for review	Arm/Disarm Door, disarmed forward galley
		door 30 second to a minute ahead of hearing disarm door for arrival	
3036	8/5/2015	Sent to ERC for review	Can't remember if cockpit door was closed or
		open when informing captain of depositing of trash out of entry door.	
3037	8/5/2015	Sent to ERC for review	Arm/Disarm Door, removed safety strap
		before disarming girt bar	
3041	8/7/2015	Sent to ERC for review	OWWE_Briefing, Exit Row Briefing
3043	8/9/2015	Sent to ERC for review	Minimum Crew Violation, a through
		passenger was on board with no Flight Attendants on the plane	

ASAP Reports received to date:	3366 Covering 2892 Events
Accepted Reports to date:	3173
Excluded Reports to date:	193

2nd Quarter ASAP Data

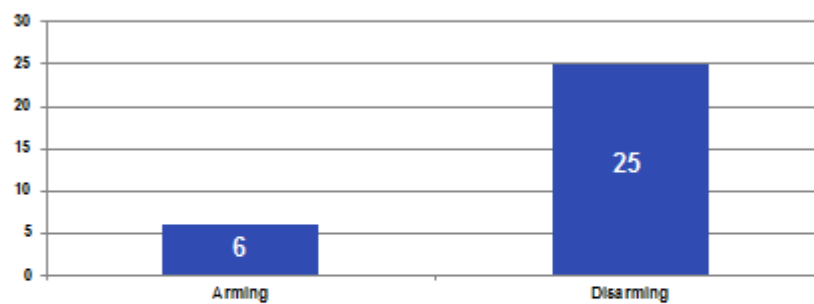
Southwest



- 290 reports on 235 events
 - 7 non-sole source
- 160 referrals to other departments
- 20 excluded reports

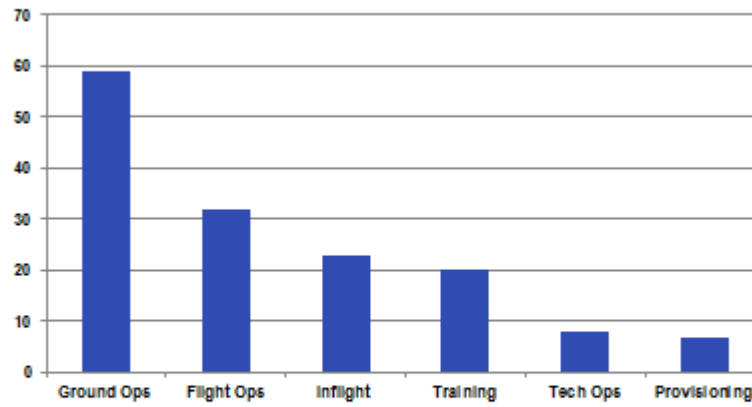
2nd Quarter Door Events

Southwest



- Arming
 - A - 5
 - B - 1
- Disarming
 - A - 10
 - B - 8
 - C - 6
 - All - 1

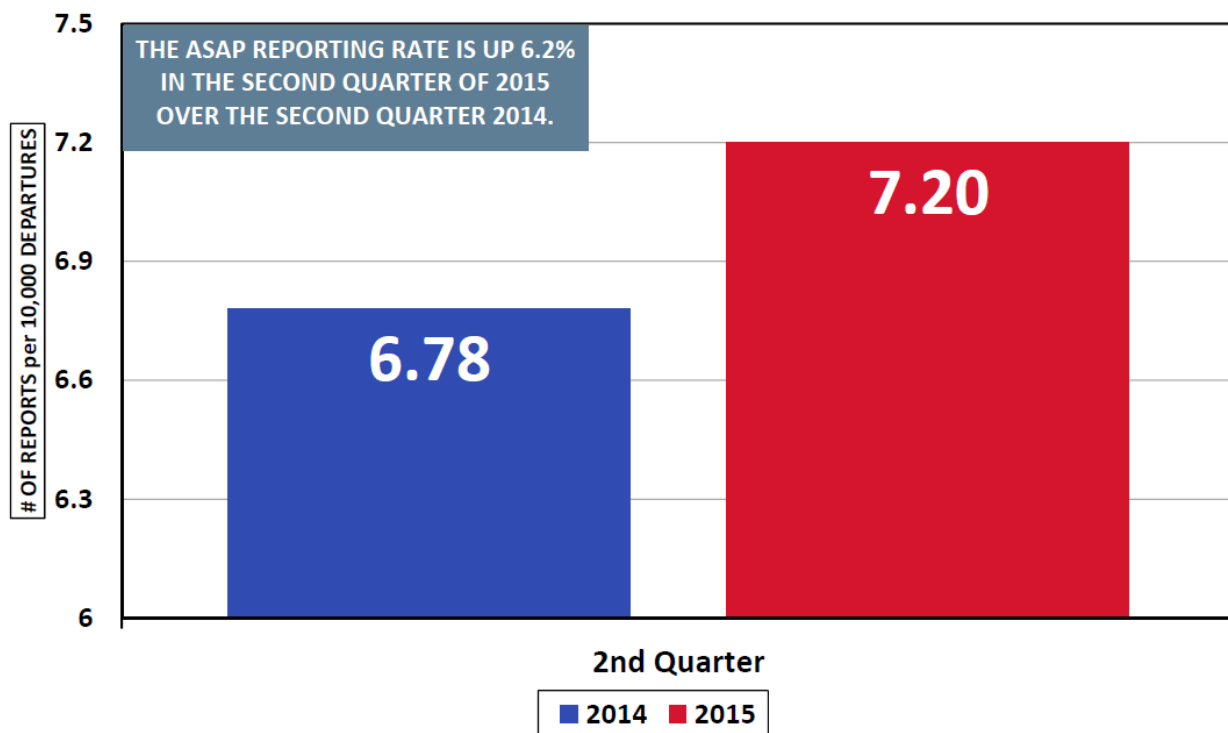
2nd Quarter Reports Shared



- Other reports shared - Federal Airport Security, Safety, Aircraft Appearance



ASAP REPORTING 2014 v. 2015 # OF REPORTS per 10,000 DEPARTURES



Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 06/15/15 through 08/11/15 = 481
- Emergencies Declared = 53
- 2015 Year-to-Date = 1901
- 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

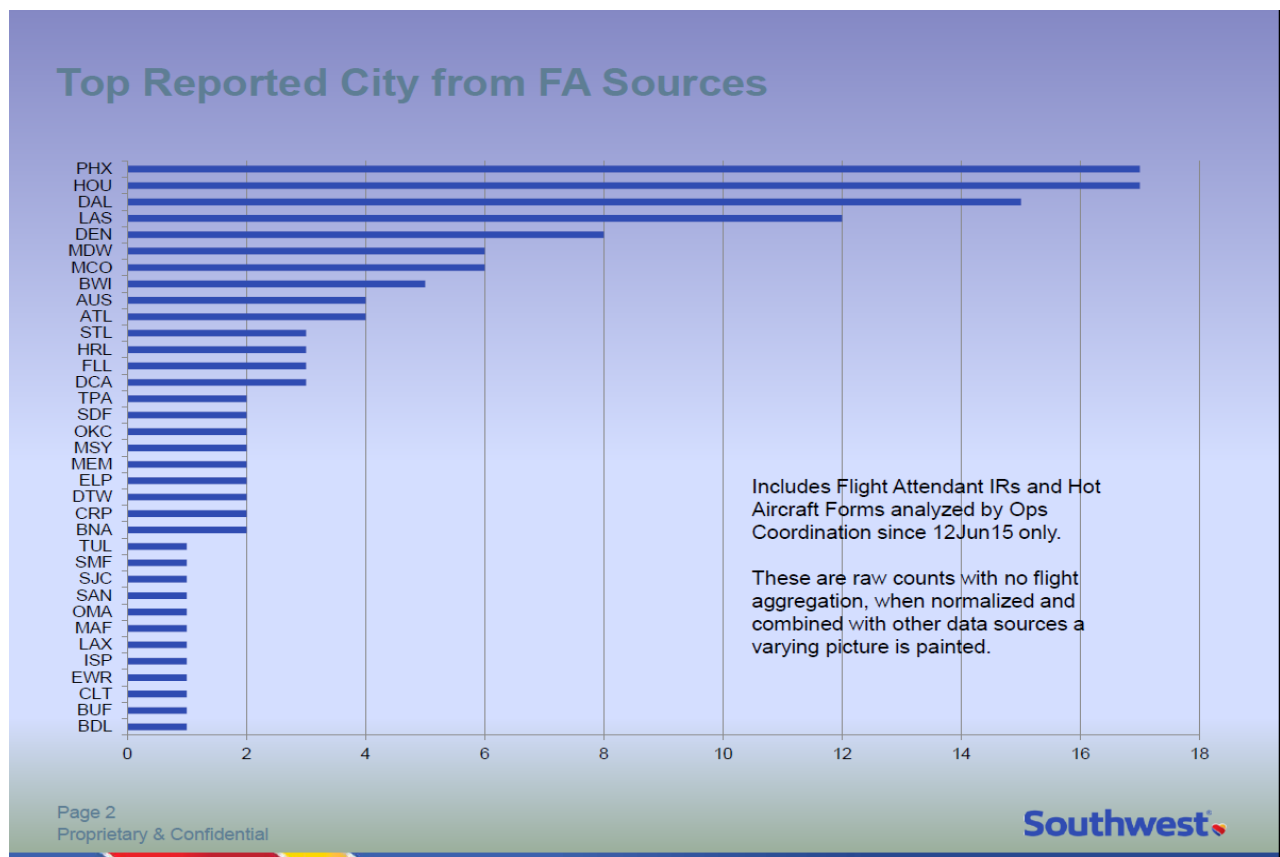
Southwest Airlines Hot Aircraft Event Reporting

Events for Period:

06/15/15 through 08/11/15 = 579

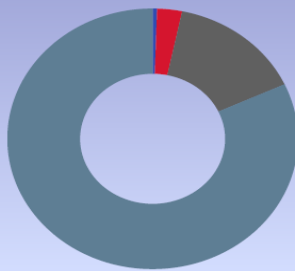
06/01/15 through 06/15/15 = 98

2015 Year-to-Date = 677



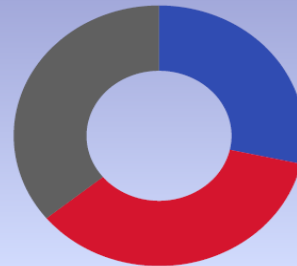
Inflight Form Data

FA Actions



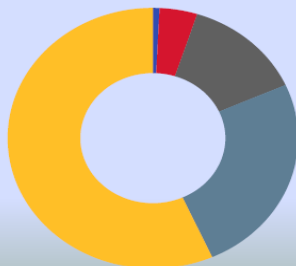
- Coordinated with Ops Agent for the temperature probe
- A' Made the 'Summer Procedures' PA
- Notified Pilots
- All of the above

Ground Air Source



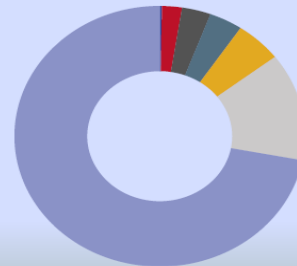
- APU
- I don't know
- Ground Air

Phase Of Flight



- Taxi
- Inflight
- Gate+Taxi
- Gate
- All Phases

Cabin Info



- Mid
- Aft
- Front + Aft
- Mid + Aft
- Front + Mid
- Front
- All Sections

In Progress

Communicating and encouraging reporting

Consolidating data and using it to drive change

Developing a methodology for preventative duct cleaning on the aircraft

Testing barriers/curtains during provisioning activities

Replacing hoses and testing ground equipment



Exploring aircraft modifications with Boeing

Trouble shooting aircraft

Real time Station contact when an event is reported

The NTSB has released the final report for SWA 345 (LGA nose gear collapse) of which 556 Safety was party to the investigation. Attached are copies of the brief and factual reports.

The National Transportation Safety Board has determined the probable cause(s) of this accident as follows: The captain's attempt to recover from an unstabilized approach by transferring airplane control at low altitude instead of performing a go-around. Contributing to the accident was the captain's failure to comply with standard operating procedures.

Additional information can also be found on the public docket located at <http://dms.nts.gov/pubdms/search/hitlist.cfm?docketID=55193&CFID=385408&CFTOKEN=35247248>

An ASAP Event Review Committee (ERC) Reset Meeting was conducted at the request of the FAA due to concerns that Southwest Airlines was not follow the intent and spirit of the ASAP Memorandum of Understanding/Guidance. The meeting was conducted on August 10, 2015 with consensus reached on recalibrated ERC operational practices.

Year-to-Date OSHA 300 Logs for all Domicile Executive Board Members (Attached)

Scheduled and Standing Meetings:

Monday, August 10, 2015 – ASAP ERC Reset Meeting

Thursday, August 13, 2015 – ASAP Recommendation(s) Meeting

Friday August 28, 2015 – Health and Safety Coordination (HASC) Meeting

Sunday, August 16, 2015 – Friday, August 21, 2015 737-800 Heart Interior/Hospitality Train-the-Trainer

Sunday, August 23-24, 2015– Uniform Design Team (UDT) Wear Test Distribution, Fittings and Video Reveal Shoot

Monday, September 14, 2015 - Thursday September 17, 2015 – National ASAP InfoShare

Tuesday, August 11, 2015 –Network Operations Control (NOC) / Crew Operations Team (COT) (standing monthly meeting)