



The Union of  
Southwest Airlines Flight Attendants  
**TWU LOCAL 556**

7929 Brookriver Dr. Ste. 750  
Dallas, TX 75247  
Phone: 800-969-7932  
Fax: 214-357-9870  
Hotline: 800-806-7992  
www.twu556.org

## 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: October 12, 2015  
Re: October 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                                                                                                                  |
|------|------------|------------------------|--------------------------------------------------------------------------------------------------------------------------|
| 3058 | 8/17/2015  | Sent to ERC for review | Arm/Disarm Door, Slide almost deployed                                                                                   |
| 3093 | 8/27/2015  | Sent to ERC for review | Arm/Disarm Door, Inadvertent Slide Drop                                                                                  |
| 3097 | 9/1/2015   | Sent to ERC for review | Arm/Disarm Door, slide dropped from bustle on galley floor                                                               |
| 3105 | 9/7/2015   | Sent to ERC for review | Arm/Disarm Door, I forgot to disarm slide-Provo agent in (city) (name) did not open door and called for "A" to disarm it |
| 3143 | 9/26/2015  | Sent to ERC for review | Arm/Disarm Door, accidental slide deployment, full deployment                                                            |
| 3149 | 10/1/2015  | Sent to ERC for review | Passenger would not surrender service items. evacuation due to smoke in the cabin that had an electrical smell           |
| 3151 | 10/1/2015  | Sent to ERC for review | Arm/Disarm Door, Almost deployed a slide. OWWE_Pax, Allowed pax to stay in OWWE with cast on his arm                     |
| 3152 | 10/2/2015  | Sent to ERC for review | OWWE_Pax, Assistive boot in exit row seat                                                                                |
| 3154 | 10/1/2015  | Sent to ERC for review | Arm/Disarm Door, red flag across window only, did not arm slide and crosscheck. Got pre occupied                         |
| 3159 | 10/5/2015  | Sent to ERC for review | Unsecure Cabin, Passenger landed in bathroom.                                                                            |
| 3161 | 10/6/2015  | Sent to ERC for review | Flight Attendant Manual Violation, When updating manual discovered missing bulletin s 15-12; 15-11; 15-10                |
| 3162 | 10/5/2015  | Sent to ERC for review | switched positions with the "a" flight attendant because she had a meltdown mid demo and fled to the back galley.        |
| 3163 | 10/8/2015  | Sent to ERC for review | Hot Aircraft                                                                                                             |
| 3164 | 10/9/2015  | Sent to ERC for review | Hot Aircraft                                                                                                             |
| 3165 | 10/9/2015  | Sent to ERC for review |                                                                                                                          |
| 3166 | 10/9/2015  | Sent to ERC for review |                                                                                                                          |

|      |            |                        |                                                                                                                                     |
|------|------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| 3167 | 10/9/2015  | Sent to ERC for review | Hot Aircraft                                                                                                                        |
| 3168 | 10/10/2015 | Sent to ERC for review | Flight Delay, I told ops I was going for food she said yes but did not tell me we needed to immediately board which caused a delay. |
| 3169 | 10/10/2015 | Sent to ERC for review | Unsecure Cabin, Jumpseat, was not in Jumpseat for take off                                                                          |
| 3170 | 10/11/2015 | Sent to ERC for review | OWWE_Pax, Failure to catch carry on pets in emergency exit row                                                                      |

|                                |      |                      |
|--------------------------------|------|----------------------|
| ASAP Reports received to date: | 3503 | Covering 3010 Events |
| Accepted Reports to date:      | 3199 |                      |
| Excluded Reports to date:      | 206  |                      |

### **Southwest Airlines Event Notification System (ENS)**

Fielded Events for Period:

- 08/11/15 through 10/12/15 = 448
- Emergencies Declared = 85
- 2015 Year-to-Date = 2349
- 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 (Hot Aircraft Forms and IR's)**

Events for Period:

08/11/15 through 10/12/15 = 120

2015 Year-to-Date = 797

Hot Aircraft Forms:

Through July 27, 2015 Flight Attendants have submitted 616 Hot Aircraft Forms.

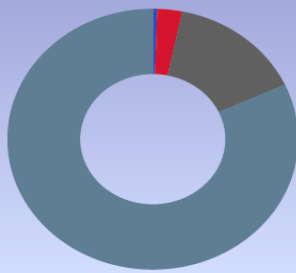
319 aircraft reported; 112 multiple reports.

77 aircraft have been routed to Tech Ops for repair.

244 specifically mention issues at the gate.

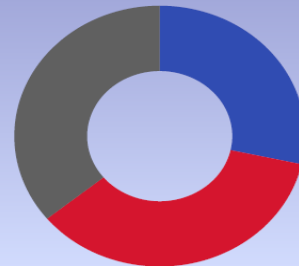
## Inflight Form Data

### FA Actions



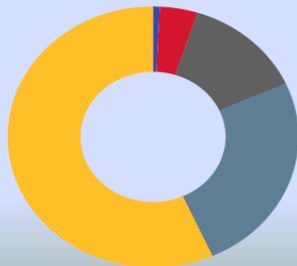
- Coordinated with Ops Agent for the temperature probe
- A' Made the 'Summer Procedures' PA
- Notified Pilots
- All of the above

### Ground Air Source



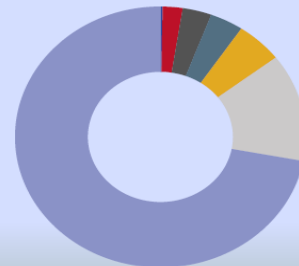
- APU
- I don't know
- Ground Air

### 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

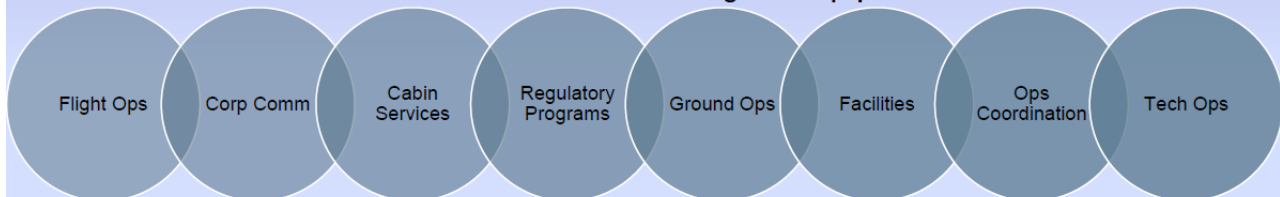
Communicating and encouraging reporting

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

556 Safety is repeating this previously reported event (August 2015 Safety Team Report) as we understand that the Executive Board, due to the packed agenda, did not review report: 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>

Our next ASAP quarterly meeting will take place in November. At this meeting we will be reviewing ERC operational protocols as it relates to reopening events that have additional information that has become available. We are discussing the matter in response to ASAP event #2946 in which an event was excluded from the ASAP before all the facts surrounding the event were vetted (Co. Fact Finding Meeting Notes). This is in direct violation of the ASAP LOU between the Company and Union. The event was also illustrative of the Company's ability to withhold information and/or effect information that the ERC is basing decisions on. 556 Safety wishes to firm up protocols as it relates to these types of events to ensure the integrity of the program is maintained and agreements such as the LOU are adhered to and interpreted in the spirit in which they were written.

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

#### **Scheduled and Standing Meetings:**

Tuesday, October 13, 2015 through Wednesday October 14, 2015 – 737-800 Retrofit Meetings with Encore Aerospace

Thursday, October 29, 2015 – 737-800 Retrofit Business Case Meeting with SWA Cabin Services

Friday, October 23, 2015 – Health and Safety Coordination (HASC) Meeting

Tuesday, October 20, 2015 through Thursday, October 23, 2015 Health and Safety Article discussions with Virgin America Airlines on behalf of TWU International

Friday, October 16, 2015 Conference Call with Henry Townsend, CISM and NOC Base Managers concerning international operations as it relates to Flight Attendant critical incidents both in the air and on overnights and associated communications protocols