



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: November 8, 2015
Re: November 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
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
3152	10/2/2015	Sent to ERC for review	Arm/Disarm Door, Almost deployed a slide.
3161	10/6/2015	Sent to ERC for review	Arm/Disarm Door, red flag across window only, did not arm slide and crosscheck. Got pre occupied
3180	10/16/2015	Sent to ERC for review	Non compliance with flight attendant instructions, fasten seatbelt sign
3182	10/18/2015	Sent to ERC for review	Arm/Disarm Door, Forward service door was not properly disarmed for provisioning agent in (city).
3186	10/18/2015	Sent to ERC for review	Unsecure Cabin, Cabin and galley were unsecure during movement on an active taxiway
3194	10/24/2015	Sent to ERC for review	OWWE_Briefing, I did not brief the over wing during boarding.
3195	10/24/2015	Sent to ERC for review	OWWE_Briefing, Forgot to check with "C" that exit row had been briefed.
3196	10/25/2015	Sent to ERC for review	Boarding, The OPS Agen closed the boarding door without checking with "A"
3197	10/24/2015	Sent to ERC for review	Medical emergency and severe turbulence
3198	10/25/2015	Sent to ERC for review	Carryon Item, Ops agent violated FAR
3201	10/25/2015	Sent to ERC for review	potential dangers/ high risk environment for injuries
3205	10/25/2015	Sent to ERC for review	OWWE_Pax, Late passenger sat in EXIT row, I briefed. "A" noticed passenger on final walk thru, told me she asked for seat belt exten

3206	10/23/2015	Sent to ERC for review	Unsecure Cabin, Failure to be more accurately aware of my surroundings & failure to receive final descent ding resulting in an unsecured Aft Galley upon landing.
3207	10/26/2015	Sent to ERC for review	Arm/Disarm Door, Aft doors disarmed before jet bridge driver arrived
3209	10/25/2015	Sent to ERC for review	Boarding, Pax Count, Two passengers were boarded the aircraft without boarding passes.
3210	10/16/2015	Sent to ERC for review	I was unaware anyone complained about an animal onboard
3211	10/28/2015	Sent to ERC for review	Pax Medical, pax collapsed in jetway before boarding
3212	10/29/2015	Sent to ERC for review	Door Injury- Provo, provisioner hand unknowingly outside door and door was moved to open trash can
3213	10/28/2015	Sent to ERC for review	Arm/Disarm Door, Failed to disarm forward galley door.
3214	10/31/2015	Sent to ERC for review	Arm/Disarm Door, The escape slide began dropping from the bustle.
3215	11/2/2015	Sent to ERC for review	OWWE_Briefing, "C" forgot to owwe brief
3216	11/3/2015	Sent to ERC for review	4th Jumpseat Rider, As a crew we failed to notify the Ops/Captain of a COS(another employee) who had a "jumpseat" pass.
3217	11/3/2015	Sent to ERC for review	OWWE_Briefing, I did not formally brief the exit row.
3218	10/17/2015	Sent to ERC for review	I do not recall this passenger. I worked (city-city), not (city-city).

ASAP Reports received Year-to-Date:	843 Reports Covering 694 Events
Accepted Reports Year-to-Date:	793
Excluded Reports to date:	49

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 10/12/15 through 11/8/15 = 199
- Emergencies Declared = 14
- 2015 Year-to-Date = 2548
- 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:

10/12/15 through 11/8/15 = 30

2015 Year-to-Date = 781

June – 286

July – 273

August – 141

September – 51

October – 19

November - 11

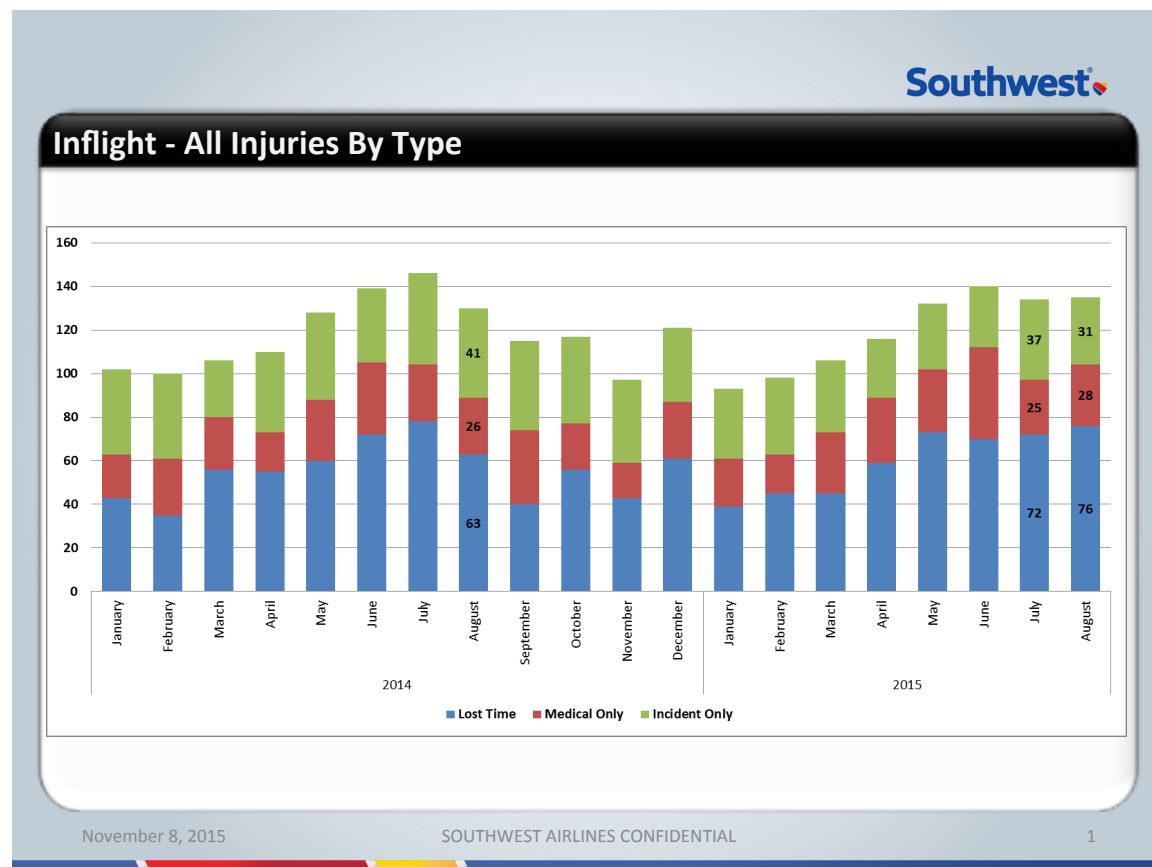
Through November 8, 2015 we have received 781 Hot Aircraft report forms

391 aircraft reported; 130 multiple reports

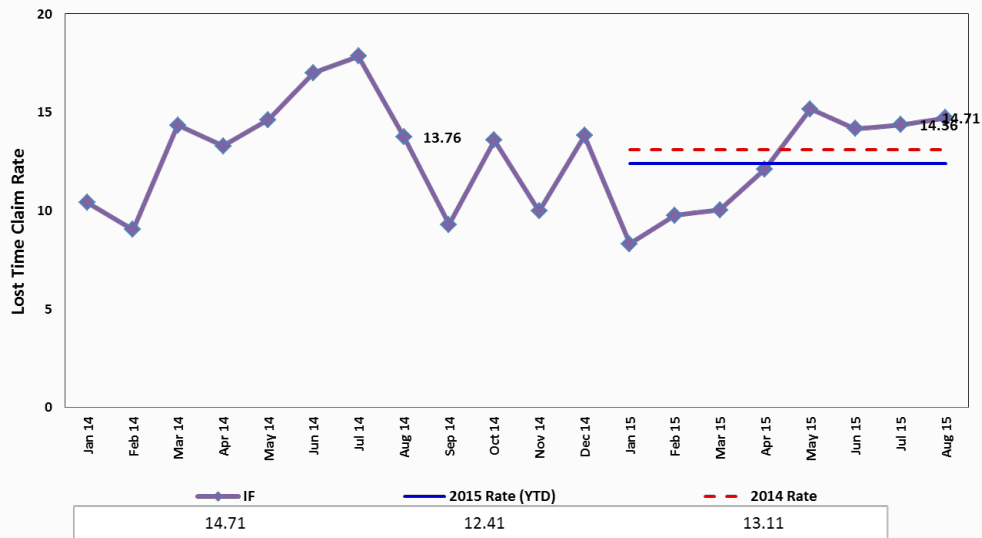
200 aircraft have been routed to Tech Ops for repair

260 specifically mention issues at the gate.

Inflight Injury Data:



Inflight – Lost Time Claim Rate

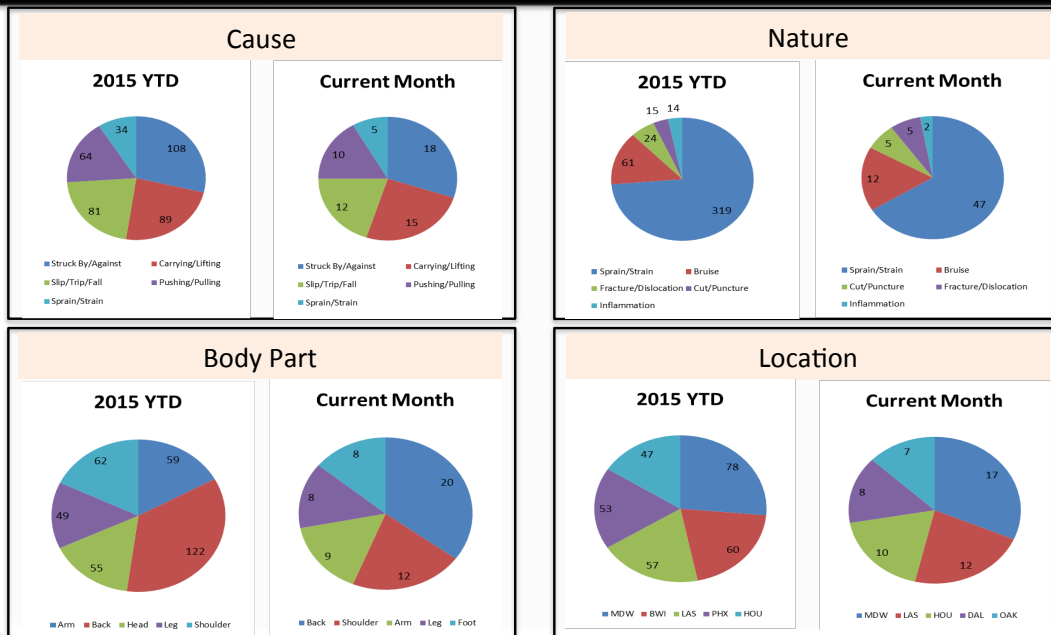


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Inflight – Top 5 Injury Detail



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Over the last several weeks 556 Safety has had several conversations with Company Leaders and the Crew Accommodations Board (CAB) Chairperson **concerning the lack of resource information being pro-actively provided to Flight Attendants concerning health, safety and security matters while on International RON's**. Information such as: hotel location (inside or outside of the airport) and transportation; is the water safe for consumption, brushing of teeth, and/or showering; is bottled water made available free of charge; and specific security information that may be unique to a particular international location (e.g.; being hyper vigilant when venturing out in urban areas that are not a part of the hotel/resort you are staying at and alerts relative to any real or potential civil unrest.

A prime example of the Company's lack of pro-activity in the matter is the fact that Mexico City RON's commenced on October 15 while critical resource information did not become available until November 4...after 556 Safety brought the missing information to the attention of the Company. And while the Company has provided access to Worldcue® Planner through SWALife, references made to Worldcue® are buried under many layers of information with the only hyperlink to launch the site being in very small font under "resources" on the International Homepage. 556 Safety feels that much of the critical health, safety and security information should be incorporated into the Destination Factsheets and Hotel Guides along with an educational campaign on the use of <and > need for Crew Members to utilize Worldcue®. Both the Company and CAB have assured us that such pro-active information is forthcoming.

Inflight Injury Information Report (I3R) Summary (Attached) for EB Review

Year-to-Date OSHA 300 Log for all Domiciles (Attached) for EB Review

Scheduled and Standing Meetings:

Monday, November 9, 2015 through Tuesday, November 10, 2015 – 737 MAX 7 GDT Sessions

Tuesday, November 10, 2015 – Meet with EB concerning 737-800/MAX 8 Heart Interior

Wednesday, November 18, 2015 – Follow-up Meeting with Henry Townsend concerning NOC EAP Initiative

Thursday, November 19, 2015 – Health and Safety Coordination (HASC) Meeting

Thursday, November 19, 2015 – Quarterly Operational Safety Chair ASAP ERC Meeting

Thursday, November 12, 2015 Follow-up with TWU International concerning continued Health and Safety Article discussions with Virgin America Airlines