



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: June 11, 2016
Re: June 2016 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 = 28**

ID	Event Date	Status	Summary
3645	5/6/2016	Sent to ERC for review	Medical-PAX / for the safety of a passenger with medical issues and no available seats nearby we buckled to passenger in fwd j/s.
3663	5/12/2016	Sent to ERC for review	FAR Policies Procedures / Employee Passenger Conflict / I entered cockpit to talk to Capt. about incident and landed in cockpit due to level 2 lockdown
3666	5/14/2016	Sent to ERC for review	Disarming doors
3681	5/3/2016	Sent to ERC for review	I was alleged that I did not brief the OWWE to passengers, which I positively did.
3682	5/17/2016	Sent to ERC for review	Boarding / Right at pre-boarding I plugged in phone in jetbridge because my autistic son had been panicking, went to position a.s.a.p.
3700	5/29/2016	Sent to ERC for review	Turbulence / Due to turbulence I had to land on back jumpseat
3708	6/2/2016	Sent to ERC for review	OWWE Briefing / after briefing of exit row, a man must have got on that I didn't see. I noticed when I took drink orders & briefed him.
3709	6/2/2016	Sent to ERC for review	Peanut Allergy / Passed out peanuts with peanut allergy on board by accident.
3710	6/2/2016	Sent to ERC for review	Jumpseat / Failure to be in jump seat for takeoff
3711	6/2/2016	Sent to ERC for review	Violation of Company Safety Policy / Called flight deck before sterile flight deck had ended
3712	6/3/2016	Sent to ERC for review	OWWE_PAX / Discovered pet in exit row during service
3713	6/4/2016	Sent to ERC for review	Boarding / Pax got unruly when he was asked not to save seats on a very full flight.
3714	6/5/2016	Sent to ERC for review	Arm/Disarm Doors / Ground Employee servicing aft galley yanked the door over the air stairs causing it to get stuck open.
3715	6/5/2016	Sent to ERC for review	Boarding / Rush by operations to board before required security checks complete

3716	6/5/2016	Sent to ERC for review	OWWE_PAX dog in exit row
3717	6/4/2016	Sent to ERC for review	ops agent did not want to take the time to reseat a small-ticketed passenger
3718	6/5/2016	Sent to ERC for review	OWWE_PAX After push back on my final walk through, I noticed two pre-boarders sitting in the exit row. I had to call the pilots.
3719	6/7/2016	Sent to ERC for review	Boarding / Boarding aircraft before security checks complete
3720	6/6/2016	Sent to ERC for review	Boarding / Reporting count and front door closed and cockpit door closed and my doors were not armed, no PA
3721	6/7/2016	Sent to ERC for review	Arm/Disarm Doors / Partial slide deployment
3722	6/7/2016	Sent to ERC for review	Compliance with Security Check While TSA Inspector onboard
3723	6/7/2016	Sent to ERC for review	Minimum Crew / Left a terminating aircraft with wheelchair passengers on board
3724	6/8/2016	Sent to ERC for review	Boarding / passengers leaving aft lavatory
3725	6/6/2016	Sent to ERC for review	Demo / failure to do demo before 14000 ft.
3726	6/8/2016	Sent to ERC for review	OWWE_PAX / Customer with undetectable inability to sit in exit row
3727	6/7/2016	Sent to ERC for review	arm/disarm door / disarmed door and cross checked
3729	6/9/2016	Sent to ERC for review	Company Safety Policy / UM deplaned alone without me noticing
3730	6/4/2016	Sent to ERC for review	Company Safety Policy / Pax using POC without documentation on Specials Report

ASAP Reports received Year-to-Date:	325 Reports Covering 271 Events
Accepted Reports Year-to-Date:	240
Excluded Reports to date:	19
Open Reports:	28
Total Reports Received over the Life of Program	4018

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 05/09/16 through 06/11/16 = 457
- Emergencies Declared = 23
- 2016 Year-to-Date = 1510
- All of 2015 = 2843
- All of 2014 = 2119
- All of 2013 = 1138*
- All of 2010 = 1413
- All of 2009 = 1210
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*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:

05/09/16 through 06/11/16 = 72

2016 Year-to-Date = 120

All of 2015 = 788

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

ASAP:

In an effort to have more common taxonomies within SWA ASAP programs the Inflight ASAP ERC has adopted the following risk matrix that is common to all programs on property and part of the UT ASAP software program we all use:

*Please select appropriate values for **Likelihood** AND **Severity** to have **Risk** calculated.*

Severity		Likelihood	
Most severe	Least severe	Most likely	Least likely
I <input type="radio"/>	II <input type="radio"/>	III <input type="radio"/>	IV <input type="radio"/>

	Severity			
Likelihood	I	II	III	IV
A	(1)	(1)	(2)	(3)
B	(1)	(2)	(3)	(4)
C	(2)	(3)	(4)	(5)
D	(3)	(4)	(5)	(5)

Risk value is calculated based on the values for Severity and Likelihood:

Examples of RED Finding:

- (1) A finding if not corrected, that could lead to loss of life, destruction or total loss of equipment (Imminent Danger).
- (2) Would be classified a willful (intentional disregard of OSHA rules) or serious (substantial potential for death or serious injury) violation under OSHA.
- (3) A violation of a FAR, which may require self-disclosure in accordance with AC 00-58.
- (4) Probability - likely to occur within the next 30 days.

Examples of an ORANGE Finding:

- (1) A finding if not corrected, that may lead to injury or damage to equipment (Serious Risk).
- (2) Would be classified as a repeat (previous citation for similar violation within department) or failure to abate (previous citation for similar violation at same site) violation under OSHA.
- (3) Is at variance with Company or federal policy or guidance.
- (4) Probability - likely to occur within the next 6 months.

Examples of a YELLOW Finding:

- (1) Could result in a lost workday or resource loss (Moderate Risk).
- (2) Would be classified by OSHA as other than serious (unlikely to cause death or harm but related to safety and health) violation.
- (3) May be at variance with Company or federal policy or guidance.

(4) Probability - likely to occur within 6 months to a year.

Examples of a BLUE Finding:

- (1) Could result in a injury requiring minor medical treatment or minor resource loss (Minor Risk).
- (2) A violation of a rule, standard or company policy.
- (3) Probability - might occur within the next 6 months to a year.

Examples of a GREEN Finding:

- (1) Issues of low significance - usually a recommendation only.
- (2) Probability - not likely to occur.

Likelihood Identification:

The purpose of likelihood identification is to determine the likelihood of the event reoccurring. For event review, this is accomplished by using the following reference:

Choose the description that best fits the event being evaluated, and then proceed down until finding the description of likelihood that fits:

Event Type 1:

The event involves the failure or loss of effectiveness of an individual component or item; Event

Type 2: The event involves a fleet-, system- or inventory-wide failure or loss of effectiveness.

For Type 1:

- Frequent (A): Likely to occur often in the life of an item, with a probability of occurrence greater than 10⁻¹ in that life.
- Probable (B): Will occur several times in the life of an item, with a probability of occurrence less than 10⁻¹ but greater than 10⁻² in that life.
- Occasional (C): Likely to occur some time in the life of an item, with a probability of occurrence less than 10⁻² but greater than 10⁻³ in that life.
- Remote (D): Unlikely but possible to occur in the life of an item, with a probability of occurrence less than 10⁻³ but greater than 10⁻⁶ in that life.

For Type 2:

- Frequent (A): Continuously experienced; likely to occur within 30 days.
- Probable (B): Will occur frequently; probably will occur within 6 months.
- Occasional (C): Will occur several times; possible to occur within 1 year.
- Remote (D): Unlikely, but can reasonably be expected to occur.

Severity Identification:

The purpose of severity identification is to determine the level of safety concern of a given event. This is accomplished by using the following reference:

If the event was to continue uncorrected, could it realistically result in:

- Accident with serious injuries or fatalities, or significant damage to aircraft, or
- Death, total disability of an employee or passenger, or
- Operating an aircraft in an unsafe and non-standard condition, or
- Loss or breakdown of entire system or subsystems, or
- Major Regulatory Deviation, Then, Resulting Severity Index is I.

- Accident/Serious incident with injuries and/ or moderate damage to aircraft, or
 - Partial disability, temporary disability > 3 mo. of an employee or passenger, or
 - Operating an aircraft in a safe and non-standard condition, or
 - Partial breakdown of a system or subsystem, or
 - Moderate Regulatory Deviation, Then, Resulting Severity Index is II.
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- Accident/incident with minor injury and or minor aircraft damage, or
 - Lost workday injury of an employee, or
 - Returning an aircraft to service in an unairworthy condition, not operated, or
 - System deficiencies leading to poor dependability or disruption to the schedules, or
 - Minor Regulatory Deviation, Then, Resulting Severity Index is III.
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- Less than minor injury and/or less than minor system damage, or
 - Any injury to employee or passenger, or
 - Affecting aircraft or systems reliability above established control limits but no affect on airworthiness or safety of operation of an aircraft, or
 - Little or no effect on system or subsystem, or
 - Policy and/or Procedure Deviation, Then, Resulting Severity Index is IV.

KCM:

As was discussed in our last Executive Board Meeting, the following RBF was published on May 18, 2016 concerning changes in the KCM program that now includes individual disqualification both temporary and/or permanently for breach of KCM protocols including carriage or prohibited items through KCM portals:

2016-043

DATE: May 18, 2016

TO: All Flight Attendants and Pilots

FROM: John Chaussee, Director Security and NOC

RE: KCM Access

Overview

Known Crew Member (KCM) access is a privilege for Flight Crew Members who, based upon ongoing circumstances and evaluation, are deemed to present a low security risk. Southwest Airlines has transformed our aviation security program over the last four years from the previous “one size fits all” approach to the Risk-Based Security (RBS) approach. Under RBS, we continually assess and analyze the security risks posed by individual Flight Crew Members based, in part, upon adherence to the KCM program, including observable behavior at KCM locations. We then apply more of our attention, assets, and resources to the areas of higher security risk. KCM is authorized and operated under the terms of an alternative security amendment agreement between Southwest Airlines and the Federal Department of Homeland Security. The KCM program is an important and highly visible layer of RBS.

Event

Recently, Flight Crew Members employed by Southwest Airlines (and other air carriers) have been involved in an increasing number of security incidents at KCM portals at airport security checkpoints. These incidents have included attempts to carry prohibited items such as firearms, narcotics, or incendiaries, and carrying items belonging to someone other than the Flight Crew

Member through KCM. These occurrences are contrary to the risk-based principles of the KCM program jeopardizing not only Southwest Airlines' efforts to expand the KCM program beyond its current footprint, but the KCM program, as well.

Consequences

When a Southwest Airlines Flight Crew Member carries a prohibited item or an item not belonging to him or her through a KCM portal, the Flight Crew Member is no longer considered low risk, and accordingly no longer meets the criteria for participation in the KCM program. A first offense of KCM procedures will result in disqualification from the KCM program. After ninety (90) days of disqualification, the Employee may submit a petition to Southwest Airlines requesting reinstatement of KCM access. Southwest Airlines will determine in its sole discretion whether reinstatement of KCM access is appropriate. Further violations will result in additional action, up to and including permanent revocation of KCM access.

Action

Flight Crew Members are reminded to remain cognizant of applicable KCM requirements and expectations. Please visit the KCM website at mykcmsupport.com/ and review all KCM procedures. Chief Pilots and Base Managers are available to assist with questions or concerns.

Open discussion items:

Increased Incidents of disruptive/unruly passengers

Incorporating Safety and Security Language into the P&G Document

Scheduled and Standing Meetings:

Monday, June 20, 2016 – American Society of Heating, Refrigeration and Air conditioning Engineers (ASHRAE) Standing Standard Project Committee (SSPC) 161 - Air Quality in Commercial Aircraft Teleconference and Reappointment Confirmation

Monday, June 20, 2016 – Health and Safety Coordination (HASC) Meeting

Tuesday, June 21 – Wednesday 22, 2016 – MDW ASAP ERC Base Visit & Leadership Training Session

Thursday, June 30, 2016 – ERC 2nd Quarter Review & Discussion