



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: July 11, 2016
Re: July 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 = 73**

ID	Event Date	Status	Summary
3721	6/7/2016	Sent to ERC for review	Arm/Disarm Doors / Partial slide deployment
3737	6/10/2016	Sent to ERC for review	Arm/Disarm Doors / Provisioning tried to open armed door
3738	6/11/2016	Sent to ERC for review	Ground Operations / Boarded the AC with 12 lap children and ops added 2 more life vests to have one for each pax onboard
3740	6/12/2016	Sent to ERC for review	Medical-PAX / Fwd entry EMT Air stair not in boarding position
3743	6/14/2016	Sent to ERC for review	Arm/Disarm Doors / slide pack deploy
3746	6/14/2016	Sent to ERC for review	Arm/Disarm Doors / I cracked the door then let provisioning in the forward galley before Ops showed up and got the jetbridge to the plane.
3749	6/16/2016	Sent to ERC for review	Possible Suspect Device on board (TSA Plant)
3750	6/15/2016	Sent to ERC for review	Security Concern / After doing my security checks, an FAA official came on board and brought to my attention a fake gun he had hidden.
3751	6/8/2016	Sent to ERC for review	Medical-PAX / a lady sustained a cut in her arm with a lavatory ashtray.
3752	6/16/2016	Sent to ERC for review	Peanut allergy onboard but I was never notified. I passed out peanuts during flight.
3753	6/16/2016	Sent to ERC for review	AED not replaced prior to takeoff in ABQ for MDW
3754	6/16/2016	Sent to ERC for review	Medical-PAX / One flight attendant landing in forward jumpseat instead of two.
3755	6/16/2016	Sent to ERC for review	boarding / Ops Boarded before Flight Crew in position, no communication
3756	6/17/2016	Sent to ERC for review	Company Safety Policy / UM deplaned alone
3757	6/18/2016	Sent to ERC for review	Company Safety Policy / I did not see the UM remove herself from the aircraft without my escort.

3758	6/19/2016	Sent to ERC for review	Flight Deck Door / Flight deck door not closed
3759	6/19/2016	Sent to ERC for review	boarding / not in boarding position
3760	6/18/2016	Sent to ERC for review	Boarding / Lost F/A paper had bag on seat found it not in boarding position for a minute.
3761	6/20/2016	Sent to ERC for review	boarding / Ops had PAX in Jetway @610 and boarded @0615 before my security sweep/check was finished
3762	6/14/2016	Sent to ERC for review	Peanut Allergy / Failure to observe peanut allergy
3763	6/21/2016	Sent to ERC for review	Boarding / loaded Jetway before required security and equipment checks complete on originator
3764	6/19/2016	Sent to ERC for review	Arm/Disarm Door / Failed to disarm FWD entry door
3765	6/21/2016	Sent to ERC for review	Arm/Disarm Door / Upon Arrival I accidentally disengaged slide. I did not deploy, but it came loose from its compartment.
3767	6/21/2016	Sent to ERC for review	Security Concern / carrying prohibited item thru security
3768	6/21/2016	Sent to ERC for review	Arm/Disarm Door / New door procedures
3769	6/21/2016	Sent to ERC for review	OWWE briefing / can't remember if i briefed exit row
3770	6/21/2016	Sent to ERC for review	Alcohol Related - Passenger / Gave passenger unopened bottle of vodka on ground when told it was not ok working A took it away still on ground..
3771	6/23/2016	Sent to ERC for review	OWWE briefing / Failure to brief exit row
3772	6/23/2016	Sent to ERC for review	Arm/Disarm Doors / pilots turned off seat belt sign before actually parked at gate. A FA didn't look out window to see jetbridge movement
3773	6/22/2016	Sent to ERC for review	Maintenance / Row 16 Isle F/O side had no arm rest for takeoff and landing.
3774	6/24/2016	Sent to ERC for review	OWWE briefing / Failure to brief OWWE
3775	6/24/2016	Sent to ERC for review	OWWE PAX / passenger non compliance with exit row
3776	6/22/2016	Sent to ERC for review	boarding / Failure to be in boarding positions for boarding
3777	6/24/2016	Sent to ERC for review	OWWE_PAX / Pre-boarder in exit row
3778	6/25/2016	Sent to ERC for review	Arm/Disarm Door / Disarmed and cracked forward galley service door, left strap down so provisioning would wait to open the door.
3779	6/24/2016	Sent to ERC for review	Cabin Temperature / AC excessively hot!
3780	6/23/2016	Sent to ERC for review	Cabin Temperature / AC excessively hot
3781	6/25/2016	Sent to ERC for review	Arm/Disarm Door / Failure to Crosscheck C flight attendant/ C flight attendant failure to disarm door
3782	6/24/2016	Sent to ERC for review	Boarding / wasn't in boarding position and minimum crew not onboard the aircraft
3783	6/24/2016	Sent to ERC for review	Boarding / Security check not able to be completed before pax started boarding
3784	6/25/2016	Sent to ERC for review	Alcohol Related - Passenger / Passenger drinking beer brought on board
3785	6/25/2016	Sent to ERC for review	Alcohol Related - Passenger / FAR 121.575 Violation (Boarding a Passenger (s) that appear to be intoxicated)
3786	6/26/2016	Sent to ERC for review	OWWE_PAX / Exit row pax unable to hear during cruise

3787	6/25/2016	Sent to ERC for review	Security Concern / Wi-Fi network options displayed a wifi hotspot named "ALQAEDA ON BOARD"
3788	6/27/2016	Sent to ERC for review	FAR Policies Procedures / odd-sized luggage under seat and no egress
3789	6/28/2016	Sent to ERC for review	not in boarding position
3790	6/29/2016	Sent to ERC for review	Employee Passenger Conflict / I ask a passenger if he could please keep the aisle clear for us during service and he got upset
3791	6/27/2016	Sent to ERC for review	Cabin Temperature / Hot aircraft
3792	5/24/2016	Sent to ERC for review	Security Concerns / Threat to the flight and direct threat to crew member
3793	6/29/2016	Sent to ERC for review	Arm/Disarm Door / Disarmed galley door before A f/a said to do it
3794	6/29/2016	Sent to ERC for review	Hot Aircraft
3795	6/30/2016	Sent to ERC for review	Jump seat rider consuming alcohol
3796	7/1/2016	Sent to ERC for review	Boarding / Door
3797	7/1/2016	Sent to ERC for review	FAR Policies Procedures / i was off duty and was requested to work this flight, I was told I could use another fa's manual.
3798	6/30/2016	Sent to ERC for review	OWWE_PAX / Pet / Failed to see a small dog in a carrier under the seat in the OWWE during walk through
3799	7/1/2016	Sent to ERC for review	OWWE_PAX / Pet in emergency exit row
3800	6/30/2016	Sent to ERC for review	Pet / OWWE_PAX / dog in exit row
3801	6/30/2016	Sent to ERC for review	OWWE Briefing / during briefing I pointed to the safety Information card in their seat back pocket instead of holding in my hand.
3802	7/2/2016	Sent to ERC for review	FAR Policies Procedures / 2 lap babies in one row
3803	7/1/2016	Sent to ERC for review	FAR Policies Procedures / A female FFDO with a large purse on her lap containing her weapon was sitting on the 1A for Taxi, Take-Off & Landing.
3804	7/2/2016	Sent to ERC for review	Minimum Crew / Passenger left in Bathroom. No crew on board. Ops said no pax on plane
3805	7/1/2016	Sent to ERC for review	Flight Deck Door Procedure / Captain opened cockpit door unexpectedly on taxi without proper door procedures
3806	7/2/2016	Sent to ERC for review	OWWE Briefing / Shut FWD Entry Door for Pushback prior to OWWE briefing
3807	7/2/2016	Sent to ERC for review	FAR Policies Procedures / Failure to identify child as being ticketed and over 2 yrs old.
3808	7/3/2016	Sent to ERC for review	Boarding / Not in boarding position.
3809	7/4/2016	Sent to ERC for review	Cabin Temperature / Hot aircraft! No air in forward entry. Galley air moderately cool. Aft galley and entry, hot!
3811	7/4/2016	Sent to ERC for review	Flight Deck Door Procedures / I wasn't aware two FA's had to be at the front when another FA was coming out cockpit
3812	7/2/2016	Sent to ERC for review	Company Safety Policy / while taxiing flight attendants securing cabin for takeoff, pilots did not wait for confirmation that cabin secured.
3813	7/5/2016	Sent to ERC for review	Cabin Temperature / Hot forward galley and entry. No working gasper.
3814	7/6/2016	Sent to ERC for review	Minimum Crew / Pax were onboard aircraft with no crewmembers present
3815	7/6/2016	Sent to ERC for review	Arm/Disarm Door / Armed door incorrectly
3816	7/6/2016	Sent to ERC for review	Demo / Failure to do Demo

ASAP Reports received Year-to-Date:	420 Reports Covering 356 Events
Accepted Reports Year-to-Date:	262
Excluded Reports to date:	24
Open Reports:	73
Total Reports Received over the Life of Program	4438

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 07/11/16 through 07/11/16 = 385
- Emergencies Declared = 19
- 2016 Year-to-Date = 1895
- All of 2015 = 2843
- All of 2014 = 2119
- All of 2013 = 1138*
- All of 2010 = 1413
- All of 2009 = 1210

*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:

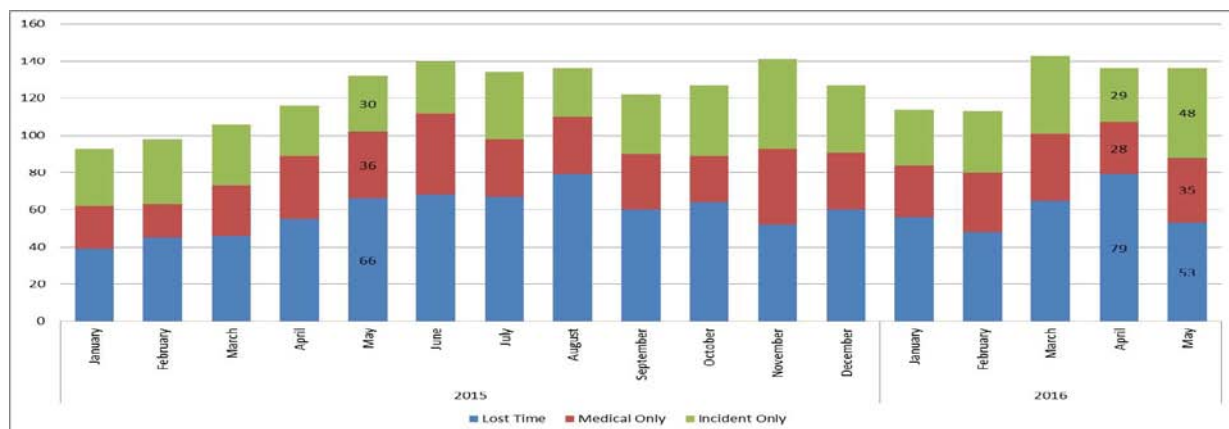
06/11/16 through 07/11/16 = 164

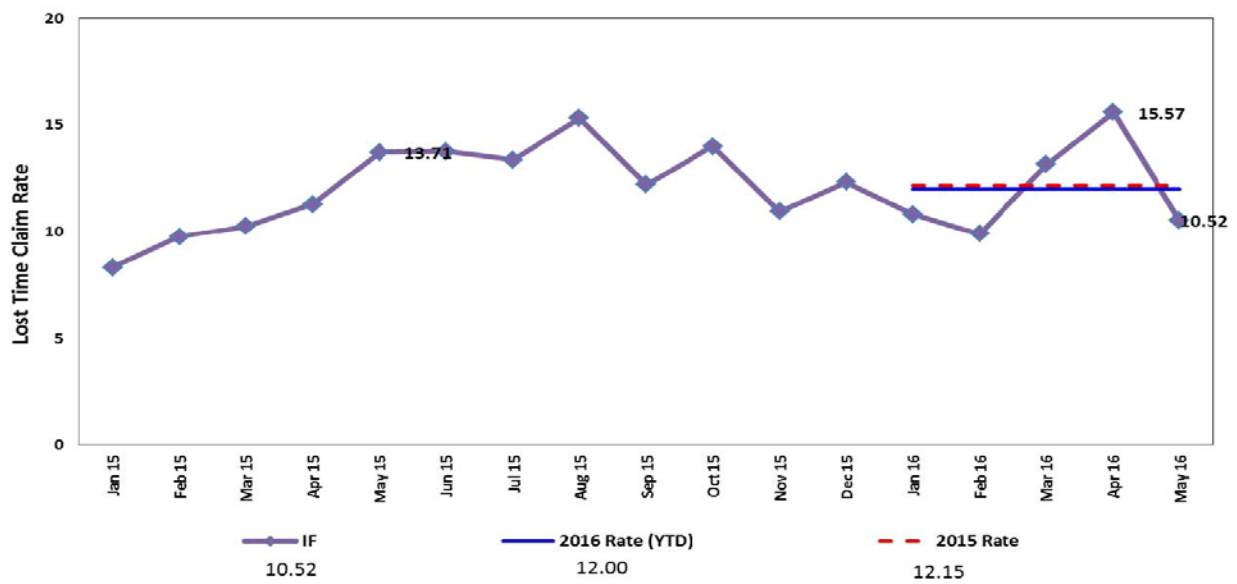
2016 Year-to-Date = 284

All of 2015 = 788

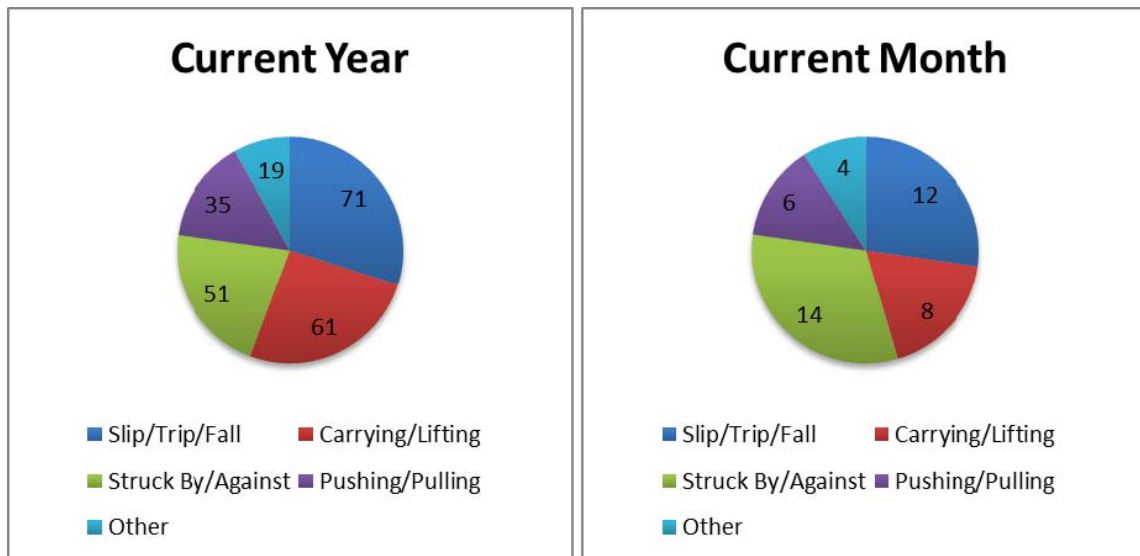
- Year-to-Date OSHA 300 Log for all Domiciles (Attachment) for EB Review

Current (as of May 2016) YTD Injury Data:

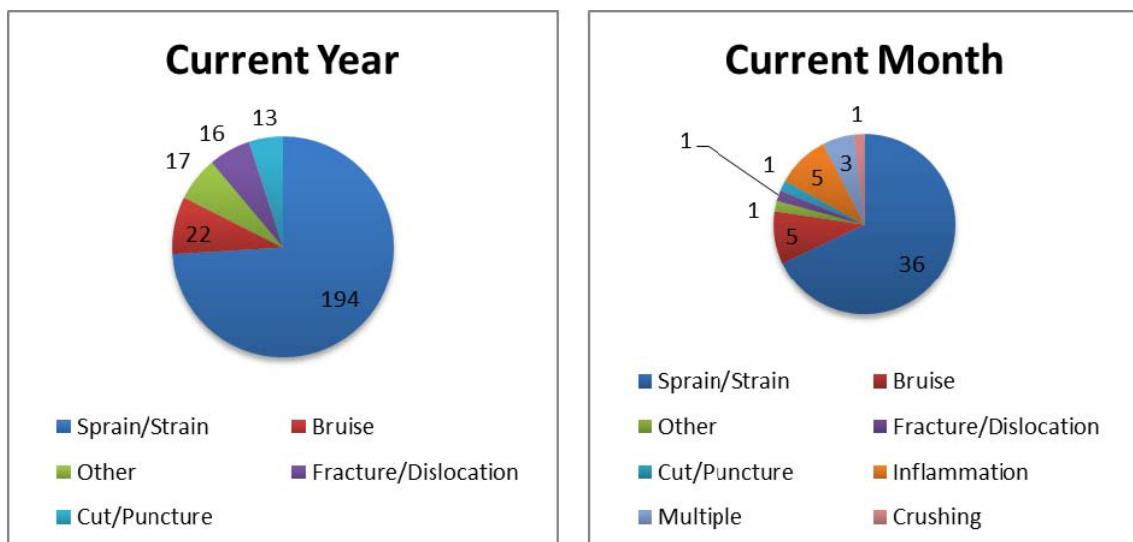




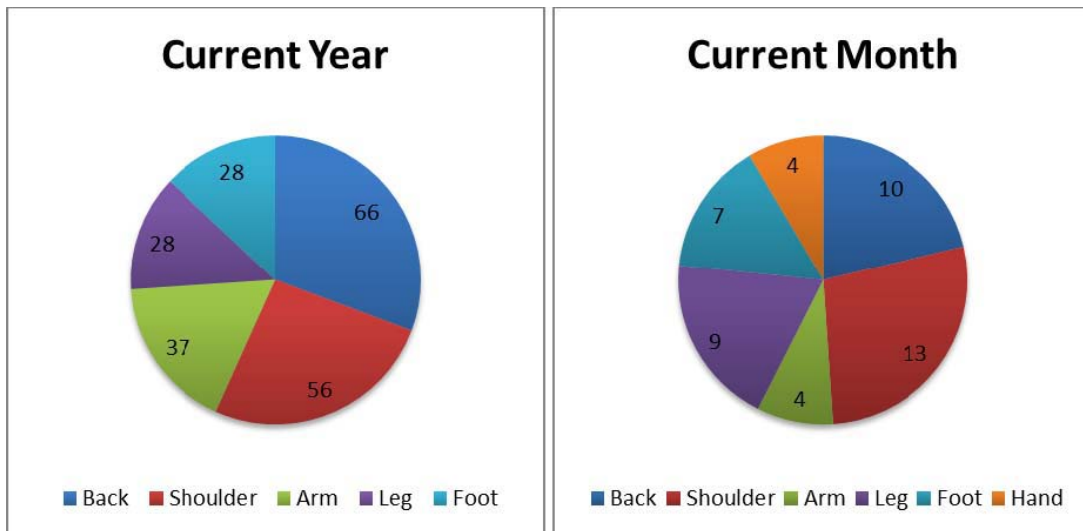
CAUSE



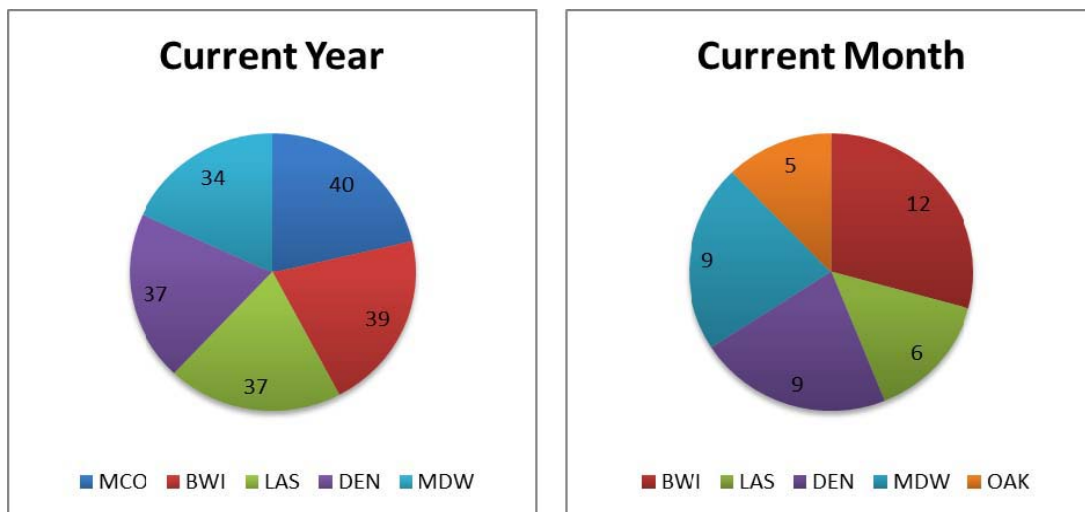
NATURE



BODY PART



LOCATION



21APR16 and 24APR16 Fume Event Report and Analysis:

Reported Fume Event – Flight #3875, April 21, 2016

Event Date	April 21, 2016
Flight #	3875
Line of Flight	MCO- PIT
Aircraft Registration #	N570WN (Boeing 737-700)
Departments Involved	Inflight, Technical Operations, Safety & Security

Introduction

Two Inflight Employees (the B and C Flight Attendants) on Flight #3875 each reported smelling fumes of a chemical nature and experiencing adverse health effects. Southwest Airlines Safety & Security has reviewed the Flight Attendants' reports, researched possible causes of the reports, and in response to a request from TWU Local 556's Operational Safety Chair, prepared this report.

Analysis

As part of our internal investigation, we reviewed and analyzed (1) reports received from other sources, including the Flight Crew and Customers, (2) engine wash procedures, (3) other potential sources, including spills, products applied to our aircraft and equipment, and (4) maintenance activity possibly related to the Flight Attendants' reports.

Reports Received from other Sources

Southwest Airlines received and reviewed reports from the Captain and Dispatcher of Flight 3875. The Captain reported an odor in the cabin and cockpit during the takeoff roll (which dissipated quickly) and recurring on approach. The Dispatcher reported receiving notification of fumes in the cockpit and cabin after flight #3875 arrived in PIT. Southwest Airlines Customer Relations and Customer Claims Departments have advised that no claims, complaints or inquiries from any Customers who flew on Flight #3875 have been received to date.

Engine Wash Procedures

Aircraft 570WN underwent an engine wash during the overnight in Orlando prior to operation of Flight #3875 on April 2016. Engine washes utilize only pure water to clean the engine. As such, our Technical Operations Department eliminated chemical contamination during the engine wash process as a cause of the reported fumes.

If the engine wash procedure is not followed, there is a potential for the water separator sock to not dry out, resulting in an unpleasant odor (sometimes compared to the smell of dirty socks) due to atmospheric contaminants (i.e., dust, airborne particles, etc.) that the sock filters during flight. Since the description of the odor reported by the Flight Attendants does not match that of a "wet" water separator sock, improper execution of the engine wash procedure was also eliminated as a cause of the reported fumes.

Potential Chemical Sources

Our review of other potential sources of chemical contamination revealed the following:

- Maintenance Stores Chemicals. No chemicals were issued by Materials Stores for the aircraft during the overnight in MCO.
- Aircraft Appearance reported that only approved chemicals were utilized during the overnight cabin cleaning.
- No spills within the cargo hold on N570WN were reported immediately before, during or immediately after Flight #3875.
- The Fan Blade lube last performed on the aircraft was on December 22, 2015. Citing the lapse of time between the lube and the April 21, 2016 reports, Southwest's Technical Operations Department has concluded that fan lube contamination was not a contributing factor to the reported fumes.
- The hydraulic system is isolated from the bleed air system. As such, Southwest's Technical Operations Department has concluded that hydraulic fluid contamination was not a contributing factor to the reported fumes.
- Southwest's Technical Operations Department has concluded that oil contamination of the

engine gas path was not a contributing factor to the reported based on the following:

- Oil consumption monitoring logs for the last 42 days that show the oil consumption in the normal range.
- If the internal engine forward sump air/oil seals were leaking oil, the contamination would be continuous and would require an engine replacement/repair. The aircraft has no reported odor events since the event in question.
- Southwest's Technical Operations Department has concluded that fuel contamination of the engine gas path was not a contributing factor to the reported fumes. Fuel is isolated from the engine bleed system and from the gas path until injection at the fuel nozzles in the combustor; aft and downstream of the engine bleed air ducts. There is no plausible fuel leakage path into the engine bleed system, other than through the engine inlet (from a puddle on the ground for example).

Other Maintenance Activity

The aircraft's recent maintenance history (3/31/16-5/16/16) was reviewed. Technical Operations did not identify any defects that would produce odors or smells as reported by the Crew of Flight 3875.

Conclusion

All of our aircraft are equipped with highly efficient "environmental control systems" that filter air as it is circulated through the aircraft cabin. Further, we conduct regular inspections and perform maintenance in accordance with FAA and manufacturer requirements to ensure such systems are operating properly. While Southwest Airlines' internal review and investigation did not identify a cause of the fume event reported by the Flight Attendants on Flight 3875 on April 21, 2016, we continue to monitor and address reported fume events. In the event a fume event is reported and we are able to ascertain the cause, rest assured we will take swift corrective action in the interest of protecting the health and Safety of our Employees.

Reported Fume Event – Flight #3131 on April 24, 2016

Event Date	April 24, 2016
Flight #	3131
Line of Flight	MCO- PIT-MDW
Aircraft Registration #	N714CB (Boeing 737-700)
Departments Involved	Inflight, Technical Operations, Safety & Security

Introduction

Inflight Employees assigned to Flight #3131 reported smelling fumes of a chemical nature and experiencing adverse health effects upon arrival at the gate in Pittsburg. Southwest Airlines Safety & Security has reviewed Employee reports on file, researched possible causes of the reports, and in response to a request from TWU Local 556's Operational Safety Chair, prepared this report.

Analysis

As part of our internal investigation, we reviewed and analyzed (1) reports received from other sources, including the Flight Crew, (2) potential sources of the reported fumes, including spills,

products applied to our aircraft and equipment, and the preconditioned air unit in Pittsburg, and (3) maintenance activity possibly related to the Flight Attendants' reports.

Reports Received from other Sources

Southwest Airlines received and reviewed reports from the Captain who operated Flight #3131 from MCO to PIT, the Captain who met the aircraft for the continuation of Flight #3131 from PIT to MDW, and an Inflight Employee who traveled on Flight #3131. In response to the reported odor from the Inflight Crew and similar reports from Customers, the Flight Crew assigned to the continuing leg of Flight #3131 from PIT to MDW attempted to ascertain whether the preconditioned air unit or the aircraft's air conditioning system powered by the APU contributed to the odor. Such attempt did not reveal whether either system contributed to the reported odor. The Flight Crew subsequently coordinated with Tech Ops personnel to inspect the aircraft. No abnormalities which may have contributed to the reports were identified.

Southwest Airlines Customer Relations and Customer Claims Departments have advised that no claims, complaints or inquiries from any Customers who flew on Flight #3131 have been received to date.

Potential Chemical Sources

Our review of other potential sources of chemical contamination revealed the following:

- Maintenance Stores Chemicals. No chemicals were issued by Materials Stores for the aircraft during the overnight in MCO.
- Aircraft Appearance reported that only approved chemicals were utilized during the overnight cabin cleaning.
- No spills within the cargo hold on N714CB were reported immediately before, during or immediately after Flight #3131.
- The Preconditioned Air unit was evaluated by Airport Services in Pittsburg with no defects or chemical usage identified.

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Other Maintenance Activity

The aircraft's recent maintenance history (3/31/16-5/16/16) was reviewed. Technical Operations did not identify any defects that would produce odors or smells as reported by the Crew of Flight #3131.

Conclusion

All of our aircraft are equipped with highly efficient "environmental control systems" that filter air as it is circulated through the aircraft cabin. Further, we conduct regular inspections and perform maintenance in accordance with FAA and manufacturer requirements to ensure such systems are operating properly. While Southwest Airlines' internal review and investigation did not identify a cause of the fume event reported by the Flight Attendants on Flight #3131 on April 24, 2016, we continue to monitor and address reported fume events. In the event a fume event is reported and we are able to ascertain the cause, rest assured we will take swift corrective action in the interest of protecting the health and Safety of our Employees.

Follow-up Report on Increased Incidents of Disruptive/Unruly Passengers:

	-----NUMBER OF EVENTS-----		
	2015	2016	DIFFERENCE
ALCOHOL RELATED			
PAX - Signs of Intoxication	236	277	+41
Pax Consumed Own Alcohol	40	49	+9
CUSTOMER EXPERIENCE			
Denied Boarding	165	182	+17
PAX MISCONDUCT			
Threat Level I	175	171	-4
Threat Level II - Crew Assaulted	11	14	+3
Threat Level II - Other	29	32	+3
Threat Level III	1	2	+1
PAX NON-COMPLIANCE			
Carryon Stowage	31	32	+1
Failure to comply with Crew Instructions	135	177	+42
PED	3	3	-
Pets	33	30	-3
Seat Belt	15	14	-1
Other	31	25	-6
SECURITY			
Prohibited Item	7	13	+6
Security Met Flight	38	23	-15
Suspicious PAX	8	16	+8
SMOKING	47	47	-
TOTAL	1005	1107	102
# of Departures	512,841	535,558	22,717
# of Onboard Pax	59,131,574	62,254,558	3,122,984

Open discussion items:

TSA Security Sweep Audit Failures on First Flight of the Day (Company Issued Discipline)

Hot Aircraft Reporting Events (Contributing Factors and Informal Analysis)

ASAP Quarterly Administrative Meeting of 14JUL16 – Require Excusal from EBM

Scheduled and Standing Meetings:

Tuesday, July 19, 2016 – Health and Safety Coordination (HASC) Meeting

Wednesday, July 13, 2016 – HOU ASAP ERC Base Visit & Leadership Training Session (Michele Moore attending)

Thursday, July 14, 2016 – ASAP ERC 2nd Quarter Review & Discussion

Thursday, July 21, 2016 – ASAP ERC MOU Discussion with Sherry Miller, AFS 280

Wednesday, August 10, 2016 - Go-Team/Investigation Team Blood Borne Pathogen (BBP) Personal Protection Equipment (PPE) suit-up exercise (Recurrent)