



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 16, 2016
Re: August 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 = 21**

ID	Event Date	Status	Summary
3821	7/7/2016	Sent to ERC for review	3 Inflight SUP gate checking and offering SWAG points to board early when we have Security and Equipment checks to do.
3830	7/8/2016	Sent to ERC for review	Medical-Pax / Jumpseat / Was not able to land in jumpseat due to medical emergency.
3847	7/21/2016	Sent to ERC for review	Arm/Disarm Door / I got distracted by PAX and started opening door before fully disarming but caught myself before slide blew.
3875	7/26/2016	Sent to ERC for review	arm/disarm door / partial slide deployment
3884	8/3/2016	Sent to ERC for review	Pet / pet in exit row
3892	8/6/2016	Sent to ERC for review	Arm/Disarm Doors / As Provisioning was opening the Aft service door I noticed the orange slide bustle sliding out.
3893	8/7/2016	Sent to ERC for review	Arm/Disarm Door / Slide pack partially dropped from slide bussel, However did not deploy.
3901	7/31/2016	Sent to ERC for review	PAX landed in the aft lav
3903	8/8/2016	Sent to ERC for review	Three FA's on the 800 left the ac before next crew arrived leaving only 1 FA with 26 thru paxs.
3905	8/11/2016	Sent to ERC for review	Company Safety Policy / Cracked door on terminating flight
3906	8/11/2016	Sent to ERC for review	Cabin Temperature / Hot Aircraft
3907	8/14/2016	Sent to ERC for review	OWWE_Briefing / I forgot to brief emergency exit row
3908	8/13/2016	Sent to ERC for review	Landed on aft jumpseat
3909	8/14/2016	Sent to ERC for review	OWWE_Briefing / Failure to brief exit row
3910	8/14/2016	Sent to ERC for review	Peanut Allergy / Ops didnt communicate to me that we had a peanut allergy and pax never presented paper work to me while boarding.
3911	8/12/2016	Sent to ERC for review	Cabin Temperature / Hot Aircraft
3912	8/14/2016	Sent to ERC for review	Medical-Passenger / Stepped out of ac during deplaning to help wheel chair pax.

3913	8/14/2016	Sent to ERC for review	Maintenance / AFT lava was out of service.
		PAX standing in front galley area.	
3914	8/14/2016	Sent to ERC for review	Minimum Crew / During boarding I was
		demanding to get off the aircraft to take a call from scheduling.	
3915	8/14/2016	Sent to ERC for review	OWWE_Briefing / Did not Brief Exit Row
		prior to departure	
3916	8/14/2016	Sent to ERC for review	Maintenance / AFT lav out of service. PAX
		standing in forward galley.	

ASAP Reports received Year-to-Date:	602 Reports Covering 528 Events
Accepted Reports Year-to-Date:	530
Excluded Reports to date:	40
Open Reports:	32
Total Reports Received over the Life of Program	4319

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 07/11/16 through 08/16/16 = 409
- Emergencies Declared = 11
- 2016 Year-to-Date = 1919
- All of 2015 = 2843
- All of 2014 = 2119
- All of 2013 = 1138*
- All of 2011 = 1609
- 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:
 07/11/16 through 08/16/16 = 155
 2016 Year-to-Date = 439
 All of 2015 = 788

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

Post Emergency Event Crew Coordination Working Group Update:

This working group (of which we are a participant) meets weekly and is tasked with trying to put together very clear set protocols and expectations for all parties involved in coordinating post emergency Crew Member support and advocacy efforts. The following is the latest working draft of the plan we are hoping to implement later this year or beginning of next:

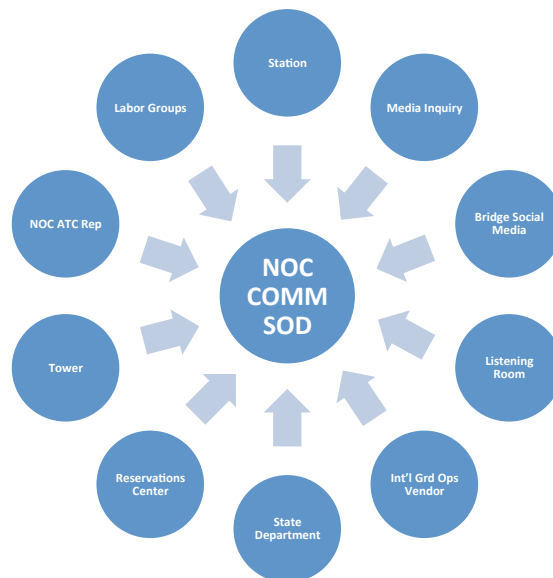
Phases of Post Event Info Flow

- **HDQ/NOC** Initial notification (0 minutes)
- Crew contact and next 30 minutes
- Crew insulation next 2 hours
- Post crew contact 4-6 hours
- Welfare Check
- Statement Prep 24 hours post event
- Prep for NTSB Interviews

*Approximate timeframe - Times will vary based upon events

HDQ/NOC Initial Notification of an Event – Other than Crew (0 Minutes)

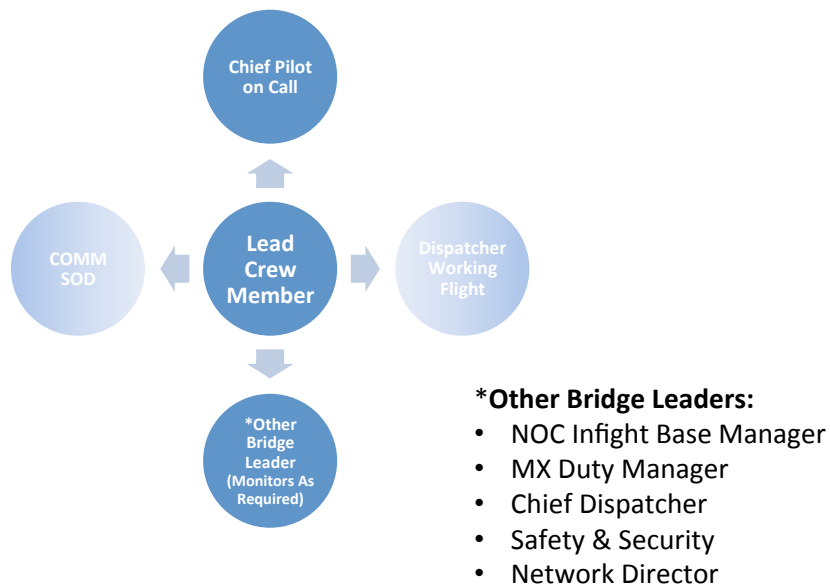
All information must flow to COMM SOD



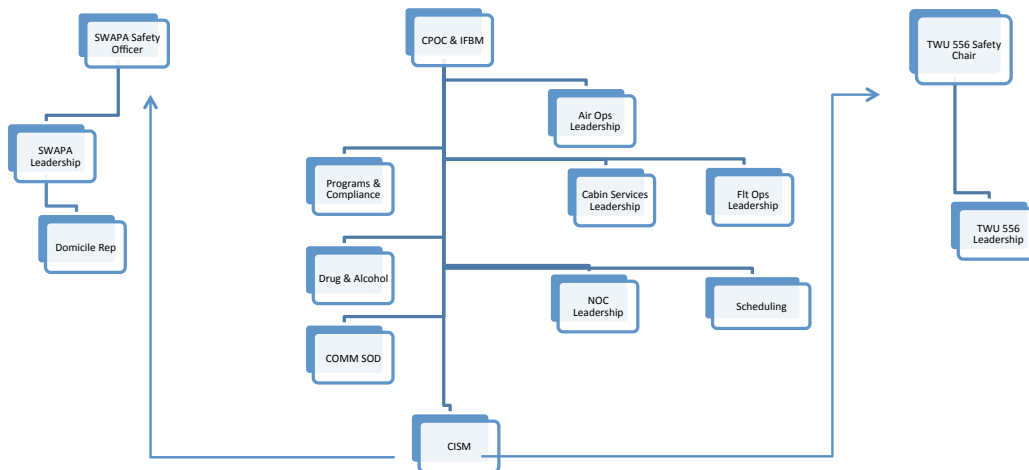
Crew Contact – 0 to 30 minutes



Crew Contact: Insulation 30 minutes - 2 hrs



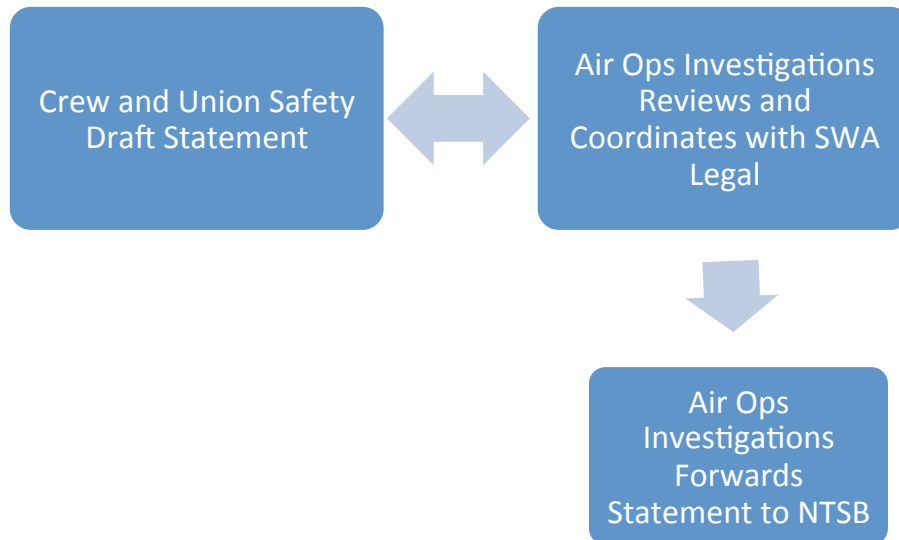
Gatekeepers for Crew



4-6 Hours Past Crew Contact

- Defuse session -
 - CISM •SWAPA •TWU 556 •Mishap crew
- Awaiting drug testing
- Crew movement home or hotel
- Welfare Check
 - Domicile leadership
 - SR VPs and VPs
 - Domicile Rep

Statement Prep After Domestic Mishap



If Required to complete a statement following International Mishap

- I, (name), am employed as a pilot by Southwest Airlines located at 2702 Love Field Drive, Dallas, Texas, 75235 in the United States. I am based in (base).
I served as the (Captain/First Officer) on aircraft registration number _____, which operated as Southwest Airlines Flight (flight number) between (airport) and (airport), which departed (airport) on or about (UTC, day, month, year). The other crew members where (list all flight and cabin crew names and positions) I am fully qualified and current to serve as a (Captain/First Officer) by Southwest Airlines. I am certified by the Federal Aviation Administration, certificate number _____, with the following ratings: _____. I possess a valid first-class medical certificate dated _____, with the following limitations and waivers (if any). I am a citizen of (country),. My passport number is _____, issued at _____, on _____, which expires on _____.

Interview Prep 48+ Hours Post Event

- Union Provided Counsel and SWA Counsel
Prep crew members prior to NTSB interview
- NTSB Interview
 - May be interviewed as a group or individual
 - Crew member allowed to have 1 extra person
(Union or SWA Counsel)
 - Other NTSB allowed parties
 - SWA, SWAPA, TWU 556, Boeing, etc

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Working Group:

Action Items **before** 8/16 meeting

1. Training Requirements – Send Sandee training information
(see notes for specifics)
2. Review the Process vs expectations

ASAP Alert being issued this week concerning Security Searches and Boarding:

Inflight ASAP Alert

Security Searches and Boarding

In the last twelve months, Flight Attendants have submitted over one hundred ASAP reports concerning instances where security searches on originating flights were not completed before Passenger boarding began.

If the security searches have not been completed when the Operations Agent notifies the “A” that boarding is about to begin, tell the Agent that more time is needed to complete the required security checks. Be vigilant and do not take shortcuts.

Communication between the Operations Agent and the “A” Flight Attendant is the cornerstone to ensuring that all checks are complete and Flight Attendants are in their boarding positions before the first Passenger steps on board. We are working with Ground Operations to bridge the communication gap that is frequently reported.

While we understand the daily pressures that go along with running an on-time airline, Safety and Security must always come first. Boarding may not commence until equipment checks and Security searches are complete and communicated to the Operations Agent by the “A” Flight Attendant.

Advance Draft - ERC Boarding Recommendation

Concern:

In the last twelve months, Flight Attendants have submitted over one hundred ASAP reports concerning instances where security searches on originating flights were not completed before Passenger boarding began.

Currently, both Ground Ops and Inflight manuals include instruction on boarding requirements (*see attached manual sections*). Ground Ops instructs Operations Agents to begin boarding “at least 30 minutes prior to departure.” Flight Attendants are required to be at the gate 30 minutes prior to departure and are required to conduct cabin security checks before boarding can commence. Immediately, we have conflicting requirements. Although both manuals address this issue by requiring communication between the Ops Agent and the Flight Attendant before boarding can commence, we still see a number of instances where boarding begins before the Flight Attendants are able to complete their checks.

Current operational initiatives such as Start Strong and Gap Time Reduction further strain the relationship between Ops and Inflight by impacting their abilities to meet their departments’ requirements and expectations.

SWA’s Operational model of quick turn times allows us to use our aircrafts and Crews efficiently and productively, giving us a competitive edge over our competitors. Solutions such as earlier report times for Crews or extended time on the ground for our aircrafts could directly impact our bottom line.

We are concerned about the potential operational safety, security and performance risks associated with our current procedures (e.g.; the potential of prohibited items being slipped aboard one of our aircraft and missed in the search, delays that occur on originating flights when cabin security checks are actually conducted according the FAM guidelines, violating FARs when boarding commences without communication, and the negative impact on historically positive relationships between our Operations Agents and Flight Attendants which also impacts communication.)

Proposal:

ERC proposes removing cabin security checks off the plate of Flight Attendants and have specifically trained personnel searching the entire aircraft (during extended ground times such as RON’s) then sealing the aircraft until it is put back into operation which would be in alliance with other air carriers. We also propose addressing the training deficiencies in Ground Ops and Inflight pertaining to the communication piece required before boarding commences.

Our recommendation would better serve the overall security, regulatory compliance and reliability of our operations. It would also relieve the undue burden placed upon our Flight Attendants in conducting weaponry searches that they are not adequately trained for or given the time to properly conduct. In the final analysis, our current procedures put SWA operations at considerable risk of having a real safety/security of flight event; operational reliability issues; exposure to non-compliance sanctions and pose unacceptable occupational safety risks to our Flight Attendants.

GOM 6.2.5.1 Boarding Procedures

Revised: 12/16/2015

[14 CFR Part 121.391][14 CFR Part 121.394]

WARNING: During the boarding process, the engines must be shut down and the forward entry door must remain open.

When conducting boarding/deplaning operations using airstairs, ensure operational safety and airport requirements are met.

During a Flight Attendant Crew change when Customers remain onboard, one inbound Flight Attendant must remain onboard B737-300, -500, and -700 aircraft and two inbound Flight Attendants must remain onboard B737-800 aircraft until the outbound Flight Attendants board.

When boarding the flight:

- The aircraft must have ground power or the APU running before boarding can begin.
- Power must be monitored by a Southwest Airlines Pilot while Passengers are onboard the aircraft. The Pilot is considered present while conducting the exterior pre-flight inspections.
- **Begin the boarding process at least 30 minutes prior to departure**, or as soon as possible if less time is available. Boarding of originators must begin as soon as the Flight Crews have boarded, completed safety and security checks of the aircraft, and Flight Attendants are in their boarding positions.
- Boarding for the outbound flight may not begin before the inbound flight's scheduled arrival time.
- All Flight Attendants must be onboard and in proper position before any Customer (revenue or nonrevenue) enters the jetbridge.
- The boarding process begins once the first person holding a boarding pass, a *Flight Deck Jumpseat Notification* document, or a *Cabin Jumpseat Notification* document goes down the jetbridge.
- Preloading the jetbridge with either preboarding or general boarding Customers is not acceptable and must not be done.

Boarding Process

The following procedure is completed by an Operations Agent:

1. **Verbally confirm with the "A" Flight Attendant that all Flight Attendants are onboard, in position, and ready for boarding.** After the "A" Flight Attendant gives verbal confirmation that all Flight Attendants are ready for boarding, the "A" Flight Attendant makes an announcement onboard to notify the other Flight Attendants that boarding is about to begin. All Flight Attendants must remain onboard the aircraft once boarding begins.

Note: One required Flight Attendant may deplane during boarding to conduct safety-related duties in the immediate vicinity of the boarding door.

2. **Communicate with the "A" Flight Attendant when general boarding begins to ensure that the exit seating policy is adhered to.** Whether there are preboarding Customers or not, give the first Customer in general boarding his boarding pass with instructions to hand it to the Flight Attendant in order to signal that there are no or no more preboarding Customers. Refer to [4.8.4.5 Preboarding](#) for more information.

Note: If the first Customer in general boarding has a Mobile Boarding Pass, instruct him to display his Mobile Boarding Pass and verbally advise the "A" Flight Attendant that general boarding has begun.

FAM 2.2.3 Preflight Duties

Revised: 04/28/2016

[14 CFR Part 121.571][14 CFR Part 121.571 (b)]

- **Stow Crew luggage in approved stowage locations. FWD OHB and/or FWD windscreen (B737-300), FWD wheelchair compartment when not in use for passenger wheelchair stowage (B737-800) AFT OHB AFT OHB (B737-300/-500/-700), FWD OHB (B737-800)**

AFT OHB

- **Conduct cabin security checks** (refer to Sensitive Security Information 5.0.0 Cabin Security Check and Equipment 1.2.0 Responsibilities).
- **Check emergency equipment before the initial flight of the day and at each aircraft change (refer to Equipment 1.1.0 Cabin Equipment Checklist, Equipment 1.2.0 Responsibilities, and Equipment 1.4.0 Use, Check, and Operation of Equipment).**

3.0.0 Passenger Boarding

Revised: 01/20/2016

NOTE: One required Flight Attendant may deplane during boarding to conduct safety-related duties in the immediate vicinity of the boarding door.

- **Verbally confirm with the Operations Agent that the Flight Attendants are ready for boarding.**

- **Make the PA “Prepare for boarding.”**

- **Ring one chime on the cabin call system. On hearing the boarding chime and the “A” Flight Attendant’s PA,**

“Prepare for boarding,” assume respective boarding positions: Forward-entry area. Aft part of the aircraft. If the aft door is used for boarding, “B” takes position in the aft-entry area. OWWE area. Be positioned in the OWWE area until all exit seats are filled or upon hearing the All Passengers Onboard PA. Cabin area. The “D” is permitted to move about the cabin assisting Passengers.

CAUTION: Whenever Passengers are onboard the aircraft, at least one floor-level exit must be usable for egress. In most cases this is the forward-entry door.

3.1.0 Commencement of Boarding

Revised: 06/01/2014

- **Must visually ensure “B,” “C,” and “D” are in boarding position**

Hot Aircraft Cabin Cooling Update – published IOTG on August 15

With temperatures on the rise, your reports about hot aircraft are more important than ever. Providing information about what you are experiencing through the Inflight Hot Aircraft Event Form on SWALife is the best way for you to update the appropriate departments so that they can respond as quickly as possible.

The specifics you provide in the report are used to identify hot aircraft and gates that need attention. Inflight, Flight Ops, Ground Ops, Facilities, Tech Ops, and the NOC work together to prioritize and fix these problems and mitigate future issues. Every report regarding uncomfortable cabin temperature is specifically addressed to ensure attention is given to the aircraft that need it the most.

Tech Ops uses all sources of data to find hot aircraft, including ACARS, Gate Services Reports, Inflight Hot Aircraft Forms, and Pilot and Flight Attendant Irregularity Reports. In many cases, the Inflight Form provides the most relevant information. Of particular interest to Tech Ops:

- **Phases of flight with hot cabin: All Phases (including at gate, taxi, inflight) or Inflight**

- Whether cold air is distributed unevenly across the cabin

Based on reports received so far in 2016, 83 NG aircraft have had electrical connections and sensors cleaned and inspected. One of those planes had the right air cycle machine replaced, and two of those planes had the coalesce bag replaced on both packs. Twenty- two planes have had the ducting checked. Four of those had no findings, and the others were cleaned/repared.

On the Classic fleet, 75 aircraft have had electrical connections and sensors cleaned and inspected, and eleven have ducting evaluations. Eight of the eleven required ducting cleaning/repair.

Pilots have been asked to use all available resources to keep the cabin as comfortable as possible and if PC Air is not cooling adequately, to use the APU for cooling. Additionally, your encouragement for Customers to lower window shades and open vents makes a difference when our aircraft are on the ground. Data has shown that these simple tasks can lower the cabin temperature.

Thank you for all you're doing to, both follow summer aircraft procedures and to report when aircraft cannot be cooled adequately.

Scheduled and Standing Meetings:

Monday, August 22, 2016 – Health and Safety Coordination (HASC) Meeting

Tuesday, August 23, 2016 –ASAP ERC LOU Renewal Discussion

Tuesday, August 23, 30, 06, 2016 –Post Emergency Event Crew Coordination Meeting

Wednesday, August 31, 2016 – ASAP ERC BWI Base Visit – Leadership Training

Wednesday, September 7, 2016 – Rescheduled ASAP ERC HOU Base Visit – Leadership Training