



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: December 11, 2016
Re: December 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 = 9**

ID	Event Date	Status	Summary
4191	11/14/2016	Sent to ERC for review	Minimum Crew / FA/C stepped off the aircraft during boarding
4211	11/22/2016	Sent to ERC for review	FAR Policies/Procedures / Stepped in jetway after boarding was complete to answer phone call from Mother to make sure it was not a emergency
4215	11/26/2016	Sent to ERC for review	OWWE_PAX/ Seat belt extension in exit row.
4225	11/29/2016	Sent to ERC for review	Customer had POC
4233	12/1/2016	Sent to ERC for review	Cabin Pet/Service Animal / Emotional assist animal
4237	12/4/2016	Sent to ERC for review	Boarding / Unsecure Cabin / OPS closed FWD entry door without verifying PAX count or verifying that cabin was secure
4241	12/4/2016	Sent to ERC for review	I landed on the floor of the forward galley while performing CPR compressions on an unconscious passenger.
4242	12/4/2016	Sent to ERC for review	Arm/Disarm Door Early / exit row briefing
4246	11/23/2016	Sent to ERC for review	Unsafe Activity/ Brought a passenger bag through KCM that was Lost per TSA Instructions

ASAP Reports received Year-to-Date:	932 Reports Covering 817 Events
Accepted Reports Year-to-Date:	820
Excluded Reports to date:	55
Open Reports:	13
Total Reports Received over the Life of Program	4246

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period:

- 08/16/16 through 12/11/16 = 802
- Emergencies Declared = 72
- 2016 Year-to-Date = 2721
- 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:

08/16/16 through 12/11/16 = 96

2016 Year-to-Date = 535 = 32% Decrease Year-over-Year


All of 2015 = 788

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 of protocols and expectations for all parties involved in coordinating post emergency Crew Member support and advocacy efforts. The following is the latest (final) draft of the lanyard card and plan we are implementing in 2017:

**IF YOU'RE INVOLVED IN AN
ACCIDENT/INCIDENT:**

- Lead Crew Member call **469-603-0130** NOC and follow prompt to speak with your Dispatcher
- Care for Crew, Employees, and Customers:
 - Keep Crew together if possible
 - Send a Crew Member or SWA Employee to accompany any hospitalized Crew
- **Do not** move aircraft, remove baggage/cargo or disturb scene
- **Do not** post anything to social media
- **Do not** discuss details with Customers or media
- Notify your Family but **do not** discuss details
- Notify your union at the number on the back


Revision Date: April 1, 2017

**IF YOU'RE INVOLVED IN AN
ACCIDENT/INCIDENT:**

Domestic: While onsite, no statement to authorities is required; refer inquiries to SWA Leadership

International: Only if circumstances require a statement:

- Attempt to coordinate with SWA Leadership and/or Union Safety Rep
- Do not speculate or offer opinions, state only the basic facts of which you have direct knowledge
- Once details are confirmed, provide the following to authorities: SWA HDQ address, Crew names, aircraft #, city pairing, flight #, certificate #, passport #, medical certificate as applicable
- Make a copy of and retain any written statements

Post-Accident/Incident Resources and Phone Numbers:

- **NOC/Dispatch:** 469-603-0130 or 800-447-9291
- **SWAPA:** 214-722-4200 or 800-969-7972
- **TWU556:** 214-640-4300 or 800-969-7932
- **CISM Inflight:** 800-408-3220
- **NOC Chief Pilot:** 469-603-0405
- **NOC Inflight Base Manager:** 469-603-0401
- **SWA Media Inquiries:** 214-792-4847 or swamedia@wnco.com
- **Southwest Airlines Corporate Headquarters**
2702 Love Field Drive, Dallas TX 75235

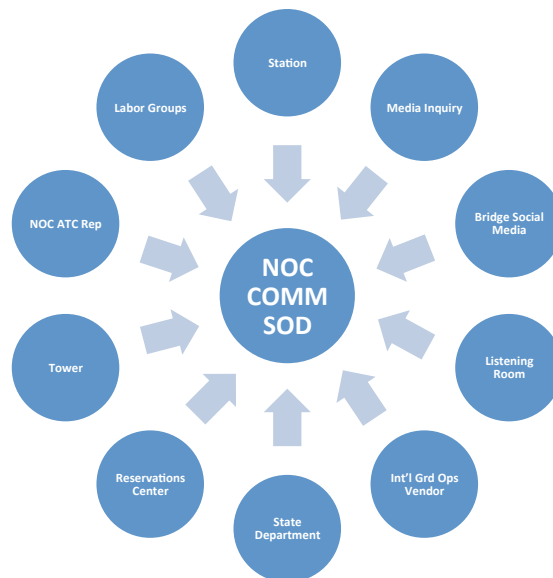
Phases of Post Event Info Flow

- **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**)

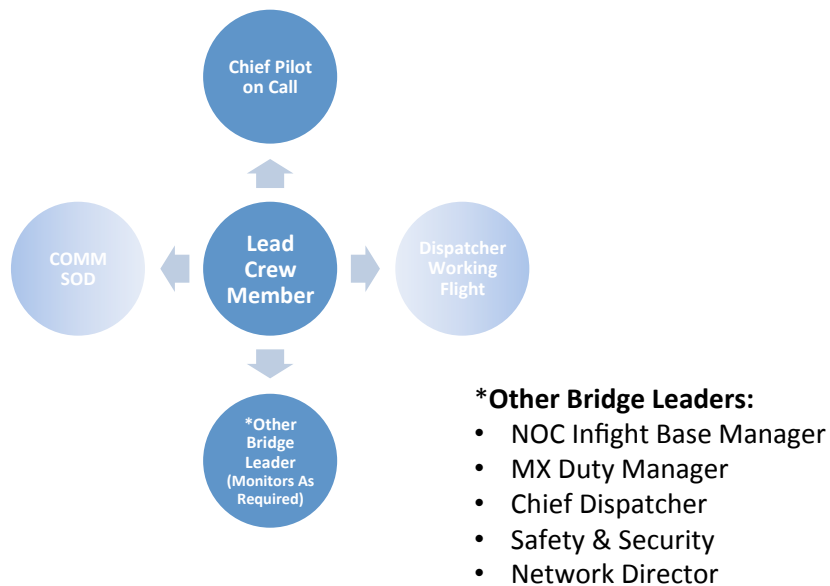
All information must flow to COMM SOD



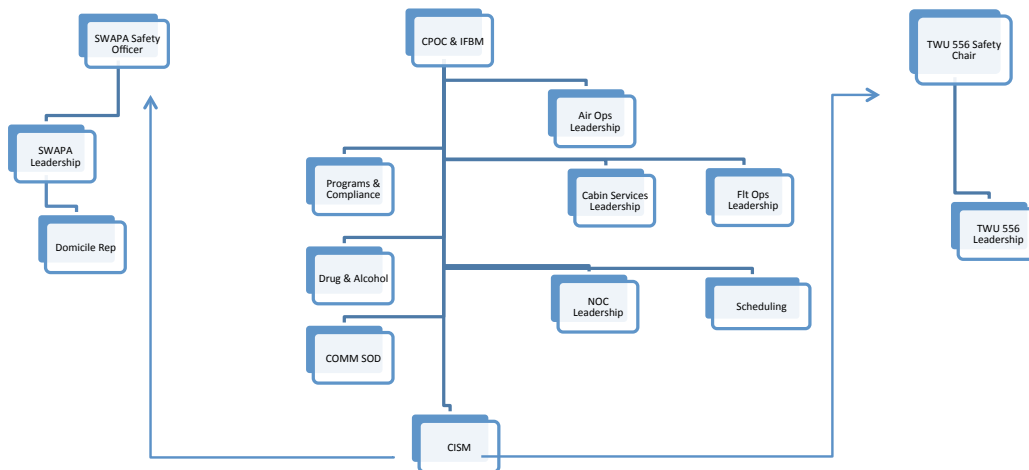
Crew Contact – 0 to 30 minutes



Crew Contact: Insulation 30 minutes - 2 hrs



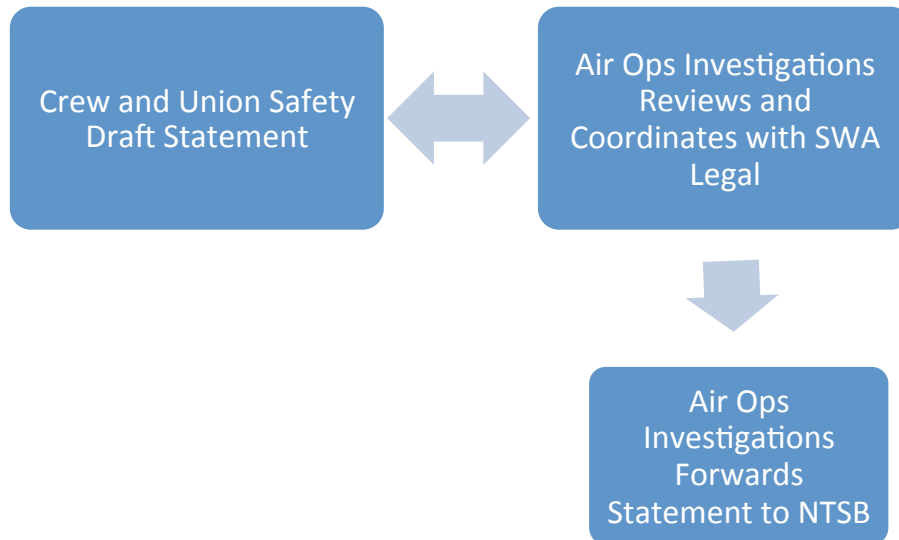
Gatekeepers for Crew



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 Milestones:
 - Customized training modules for Flight Ops and Cabin Services
Complete
 - Lanyard card design complete – Distribution plan complete
 - Training delivery plan complete delivery to Crew Members begins
February 2017 – TWU Local 556 training set for January 2017

Aircraft Security Search Executive Working Group Update

We are in the final phases of development on what will be our new first flight of the day (using the WN966 form) security searches. The cross-departmental effort has accomplished the following:

- Identified risks associated with transfer of Flight Attendant search duties to trained Southwest aircraft appearance personnel and contracted vendors that also provide cleaning services.
- Negotiated new contracts with vendor for the additional services
- Established training and manual integration timelines into an implementation schedule
- Completed redesign of the WN966 search form (below):

Aircraft Security Checklist — DOMESTIC Southwest

Station: _____ Date: _____ Registration Number: N _____

Search Type: FULL - Search All Areas. (Side 1 and 2 must be completed before departure.)

For all areas, the Employee conducting the search shall indicate completion by 1) checking the circle indicating the area searched, and 2) writing their Employee number in the space the search was completed in the applicable space.

Aircraft External Search – Ground Ops

☐ All Cargo Bin Compartments ☐ Conditioned Air Panel ☐ Airstart Access Panel
☐ Lav Service Panel ☐ Potable Water Access Panel ☐ Ground Power / Interphone Panel

Emp # _____ Emp # _____ Emp # _____ Emp # _____

Date Completed _____ Local Time _____ am/pm

Flight Deck Search – Flight Ops

☐ Coat Hanging Area ☐ Flight Deck Area

Emp # _____ Date Completed _____ Local Time _____ am/pm

Aircraft External Search – Flight Ops

☐ Wheel wells

Emp # _____ Date Completed _____ Local Time _____ am/pm

Alcohol Kits – Inflight

☐ Forward Galley Alcohol Kits ☐ Aft Galley Alcohol Kits

Emp # _____ Emp # _____

Date Completed _____ Local Time _____ am/pm

Cabin Search – A/C Appearance Techs or Other Authorized Personnel

☐ Seatback Pockets ☐ Seatback Tray Tables ☐ In Armrest Tray Tables
☐ Seat Bottom Cushions ☐ Seatback including Lumbar Area ☐ Headrest (as installed)
☐ Underneath Seats, including floor area ☐ POB Stowage Area
☐ Overhead Bins, including lighting area above
☐ Ceiling Lighting Area ☐ Ceiling Compartment Seals (Missing or broken-- indicate on table on side two)
☐ Life Vest Seals (Missing or broken - indicate on table on side two)
☐ Return Air Grilles and Seals (Loose, removed, missing, or all seals broken-- indicate on table on side two)

Emp # _____ Emp # _____ Emp # _____ Emp # _____

Emp # _____ Emp # _____ Emp # _____ Emp # _____

Date Completed _____ Local Time _____ am/pm

WN-966 (Revised 02/2017)

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Galley and Lavatory Search - A/C Appearance Techs or Other Authorized Personnel

☐ Forward Lav/All Compartments (Missing or broken seals - indicate on table on table below)
☐ Forward Galley area - Includes Jumpseat, all stowage compartments & service carts (except alcohol kits)

Emp # _____ Emp # _____ Date Completed _____ Local Time _____ am/pm

☐ Aft Lav All Compartments (Missing or broken seals - indicate on table on table below)
☐ Aft Galley - Includes Jumpseat(s), all stowage compartments/service carts (except alcohol kits)
☐ Aft Closet (-300,-700 only) ☐ Aft Equipment Drawers (as installed)

Emp # _____ Emp # _____ Date Completed _____ Local Time _____ am/pm

Use the abbreviations to indicate the location(s) of missing or broken life vest seals; loose, removed, or missing vent covers; missing lav seals; and missing seals on ceiling panels.

Finding: 1F - One seal missing from a Fabric life vest pouch
1P - One seal missing from a Plastic life vest container which could not be replaced
2 - Two seals missing from a plastic life vest container
RAG - Return Air Grille loose, removed, or missing
RAGS - Return Air Grille Seals (where applicable) - all seals missing on return air grille panel
LAV - 1 or more seals missing or shows signs of tampering which could not be replaced
CEILING - ceiling seals missing or show signs of tampering

Note: Each clear plastic life vest containers requires two seals; each fabric life vest pouch requires one seal

Finding	ROW #	SEAT #	FWD LAV	AFT LAV	Cabin Ceiling	Galley Ceiling	SWA Emp # or Contract AMT #	Items(s) Resolved
1F, 1P, 2 RAG, RAGS Lav, Ceiling								Ref: NRC/Log Page (if applicable)

Items on the above table must be immediately reported by the Operations Agent as follows:

- Missing or broken Lav and Ceiling seals to the Flight Deck Crew.
- Missing or broken life vest seals to the Flight Deck Crew and to a Ground Operations Supervisor.
- Missing, loose, or removed return air grilles to the Flight Deck Crew, Southwest Airlines Line Maintenance, or Maintenance Control.

Note: A return air grille is considered "loose" if the fasteners are not secure or if it can be pulled away from the wall. Side-to-side or up-and-down movement of the return air grille within the sidewall opening does not constitute a "loose" grille.

Note: Flight Operations guidance for resolving missing seals may be found in the Operations Binder.

The Southwest Airlines Employee who verifies that an issue noted above has been resolved must write his Employee number and NRC/Log Page number (if applicable).

WN-966 (Revised 02/2017)

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- Mitigated risks associated with searching recycle bin area on -300 & -700 aircraft
- Mitigated risks associated with searching of liquor kits
- Will have accomplished SRM's and OCM/ESSB project approvals by 12DEC16
- Implementation is scheduled for 01FEB16 with high confidence

Open Discussion Items:

Post Event Crew Coordination Training for all EB Members, Office Staff and CISM Leaders (January 2017)

Flight Attendant Responsibilities for New Aircraft Search Procedures starting 01FEB17

Interim New Aircraft Search Procedures for -300 & -700 Recycle Bin starting 01FEB17

737-7 (MAX) Configuration

ASAP LOU Renewal (Attachment)

Voice Communications on Planes NPRM - December 8, 2016 DOT-OST-2014-0002-1795

Scheduled and Standing Meetings:

Wednesday, January 25, 2017 – Health and Safety Coordination (HASC) Meeting

Wednesday, January 25, 2017 –ASAP Q4 2016 ERC Review and Discussion

Tuesday, December 13, 20, 27, 2016 –Post Emergency Event Crew Coordination Meeting

Wednesday, January 18, 2017 – ASAP ERC OAK Base Visit – Leadership Training

Thursday, December 15, 2016 – Aircraft Security Search Executive Meeting