



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: March 12, 2017
Re: March 2017 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 = 13**

ID	Event Date	Status	Summary
4421	1/14/2017	Sent to ERC for review	Other/ ALCOHOL RELATED
4456	2/16/2017	Sent to ERC for review	Aircraft Door/Slide- Disarming procedure/
		failure to crack door for provo	
4469	2/19/2017	Sent to ERC for review	Alcohol - Consumed own alcohol/ ALCOHOL
		RELATED	
4470	2/8/2017	Sent to ERC for review	Alcohol- Consumed own alcohol/ ALCOHOL
		RELATED	
4473	2/15/2017	Sent to ERC for review	Aircraft Door/Slide- Disarming procedure/
		May have forgot to disarm af the aft doors	
4481	2/22/2017	Sent to ERC for review	OWWE- OWWE briefing not delivered at all/
		Failure to brief exit rows	
4482	2/22/2017	Sent to ERC for review	Aircraft Door/Slide- Disarming Procedure/
		Misheard A Flight Attendant due to uncleared ear	
4487	2/25/2017	Sent to ERC for review	Other- Excessive Carry-on Baggage
4499	2/28/2017	Sent to ERC for review	Not in jumpseat for takeoff.
4500	3/1/2017	Sent to ERC for review	Ill passenger took exit row seat mid flight
4501	3/1/2017	Sent to ERC for review	EXTREMELY HOT CABIN by Ground Air
4502	3/1/2017	Sent to ERC for review	Crew did not perform the emergency demo
		again after diversion.	
4503	3/2/2017	Sent to ERC for review	Ops Agent Closed Door Prior to Count and
		Brief	
4504	2/26/2017	Sent to ERC for review	I did not arm forward door before securing the
		cabin	
4505	3/3/2017	Sent to ERC for review	Intimidation and harassment to board
		originating flight before Flights complete requirements as outlined in SWA Manuals	

4506	3/2/2017	Sent to ERC for review	left exit row to assist with a disturbance in row 6
4507	3/3/2017	Sent to ERC for review	Landing on the jump seat
4508	3/4/2017	Sent to ERC for review	I failed to verify with "C" FA that OWWE was briefed
4509	3/3/2017	Sent to ERC for review	incorrect order of arming doors procedure
4510	3/3/2017	Sent to ERC for review	Passenger count off by 1
4511	3/3/2017	Sent to ERC for review	forgot to brief Emergency exit row
4512	3/3/2017	Sent to ERC for review	Flight attendants were standing upon landing.
4513	3/5/2017	Sent to ERC for review	FA adherence to 11.0.0 & 11.7 in the FA Employee Handbook
4514	3/3/2017	Sent to ERC for review	Not in boarding position prior to start of boarding
4515	3/5/2017	Sent to ERC for review	Galley door was disarmed/ crossed checked and cracked. Only one side of bar was in upper bracket, one down per Capt.
4518	3/6/2017	Sent to ERC for review	i forgot to arm my door
4519	3/6/2017	Sent to ERC for review	I forgot to brief my exit row, I haven't been in the C position in forever, so it completely slipped my mind.
4521	3/7/2017	Sent to ERC for review	Turned in my paper manual without acknowledging
4522	3/7/2017	Sent to ERC for review	Exit briefing
4523	3/6/2017	Sent to ERC for review	Woman had an allergic reaction
4524	3/3/2017	Sent to ERC for review	Did not have Manual up to date.
4525	3/8/2017	Sent to ERC for review	failure to brief exit rows
4526	3/8/2017	Sent to ERC for review	A gentleman was sitting in the exit row but wife and small children were sitting in row ahead of exit row.
4527	3/6/2017	Sent to ERC for review	ALCOHOL RELATED
4528	3/4/2017	Sent to ERC for review	ALCOHOL RELATED
4529	3/8/2017	Sent to ERC for review	On hold for clearance
4530	3/8/2017	Sent to ERC for review	I forgot my electronic inflight manual. In the inflight office, subsequently did not have it with me for flight 796.
4531	3/8/2017	Sent to ERC for review	I forgot to brief the emergency exit row
4532	3/10/2017	Sent to ERC for review	2 child restraint seats located in the row directly behind the emergency exit row
4533	3/9/2017	Sent to ERC for review	Failure to do final walk through

Note: ASAP report summaries are lifted directly from de-identified ASAP reports without editing in order to maintain purity of the data in it's original/uncensored form.

ASAP Reports received Year-to-Date:	199
Accepted Reports Year-to-Date:	154
Excluded Reports to date:	5
Open Reports:	40
 Total Reports Received over the Life of Program	 4975

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 01/110/17 through 03/12/17 = 348

Emergencies Declared = 26

2017 Year-to-Date = 420

All of 2016 = 2887

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:

01/09/17 through 03/12/17 = 14

2017 Year-to-Date = 16

All of 2016 = 535 = 32% Decrease Year-over-Year

All of 2015 = 788

Open Discussion Items:

1.) Post Event Crew Coordination Training Video Viewing and Q&A

2.) Aircraft Security Search Executive Working Group Update as of 06MAR17:

Aircraft Security Search Ops Specs Updated

Aircraft Appearance –Business as Usual

Ground Ops-Business as Usual

Inflight Ops - IIOTG Communication published 2/23 addressed questions that have come up (included Alcohol Kit search and 966 clarifications).

Inflight Operations Safety Assurance Security Search Report Results – ISAP issues continue to reduce, issues reported due to not checking behind alcohol kits and not pulling a metal sleeve out to check a compartment, many isolated to BWI.

Recycle Bin Redesign Update - The bin is still in work with the manufacturer and SWA has started all of the required paperwork (OPP Paperwork and SWA Drawing). All of the drawings were approved at the start of February with 4 more weeks till the arrival of the first production article for approvals.

Audit/Incentive Program Update:

The working session of 24FEB17 came up with the following categories for items to be audited:

- Vendor Training Elements
- Vendor Performance Elements
- Vendor Documentation
- Working to clean up manual acceptance criteria elements and prioritize them based on LOI/regulatory data

Aircraft Search Manual has been updated

Next Steps – 1.) Corporate Safety & Security and Aircraft Appearance Teams decide on audit requirement/content - 2.) Send updated manual acceptance criteria elements out for review.

3.) ASAP InfoShare Update

Scheduled and Standing Meetings:

Thursday, March 30, 2017 – Health and Safety Coordination (HASC) Meeting

Thursday, March 23, 2017 –ASAP SIMS Phase 3 Project Meeting (Possible Telecom)

Friday, March 17, 2017 – By-Law Analysis Meeting with TWU International

Wednesday, March 29, 2017 – SWA Human Factors Working Group Meeting

Tuesday, March 28, 2017 – ASAP Door Procedures Recommendation Meeting

Monday, April 17 through Thursday, April 20, 2017 – ASAP InfoShare, Pittsburgh, PA