



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 9, 2017
Re: July 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 = 22**

4783	6/2/2017	Sent to ERC for review	UNSAFE ACTIVITY/ Exit row blocked due to vomit
4800	6/14/2017	Sent to ERC for review	BOARDING- OTHER/ Boarding before safety and security checks were completed
4805	6/15/2017	Sent to ERC for review	CABIN EQUIPMENT- OTHER/ Location of liquor kit
4819	6/19/2017	Sent to ERC for review	BOARDING- F/A NOT IN BOARDING POSITION/ Not in boarding position for beginning of boarding
4823	6/21/2017	Sent to ERC for review	CABIN READINESS- PAX NOT SEATED/ Seat belt sign on very bumpy lady started yelling asking to go to bathroom. I informed her the seat belt sign on.
4824	6/21/2017	Sent to ERC for review	FA DUTIES & RESPONSIBILITIES- ANNOUNCEMENTS/DEMO/ Unsure of procedures for safety briefing for a Ferry flight full of crewmembers.
4829	6/22/2017	Sent to ERC for review	ILLNESS/INJURY EVENTS- CABIN CREW/ While setting up the aft galley my right thumb was sliced by a razor sharp edge of the garbage can. Bandaged.
4830	6/23/2017	Sent to ERC for review	AIRCRAFT DOOR/SLIDE- PARTIAL SLIDE DEPLOYMENT/ The forward Entry slide
4831	6/23/2017	Sent to ERC for review	AIRCRAFT DOOR/SLIDE- PARTIAL SLIDE DEPLOYMENT/ When we arrived at the gate, I had checked to see if the other door had been disarmed, but forgot to disarm my door.
4833	6/24/2017	Sent to ERC for review	BOARDING-OTHER/ Late boarding due to issue with security sweep of alcohol/liquor compartments.
4835	6/23/2017	Sent to ERC for review	AIRCRAFT DOOR/SLIDE-CROSSCHECK PROCEDURE/ Was unable to cross check due to a passenger who ended up being a supervisor was abstracting my view

4853	6/28/2017	Sent to ERC for review	AIRCRAFT DOOR/SLIDE- PARTIAL SLIDE DEPLOYMENT/ Provo opened fwd service galley door and right side of the girt bar came out of door bracket
4854	6/24/2017	Sent to ERC for review	AIRCRAFT DOOR/SLIDE- PARTIAL SLIDE DEPLOYMENT/ The slide fell out of the casing.
4859	6/29/2017	Sent to ERC for review	ILLNESS/INJURY EVENTS- CABIN CREW/ position of service animal and pet
4869	6/30/2017	Sent to ERC for review	JUMPSEAT- DID NOT OCCUPY ASSIGNED JUMPSEAT/ Landed on forward jumpseat while "A" (Name) attended to sick pax at 4D
4870	7/2/2017	Sent to ERC for review	SPECIAL PAX- UMs/ UM running off plane by himself then found in gate area
4871	7/1/2017	Sent to ERC for review	SPECIAL PAX - UMs / in Den on deplaning an unaccompanied minor left the plane with out the flight attendant..
4872	7/1/2017	Sent to ERC for review	AIRCRAFT DOOR/SLIDE- Other/ instructed to deviate from posted dual bridge procedure
4873	7/1/2017	Sent to ERC for review	OTHER/ Older Male unable to find lost wallet . Asked FA for help. FA checked seating with working personal flashlight.
4874	7/3/2017	Sent to ERC for review	IEFB- NON COMPLIANT/ Noticed during flight I didn't have my IEFB
4875	7/1/2017	Sent to ERC for review	CHILD RESTRAINT SYSTEM - IMPROPER PLACEMENT/ Use of CARS in row directly fwd of exit row
4876	7/4/2017	Sent to ERC for review	OWWE- PETS IN OWWE/ Pet in Carrier under seat in exit row.

ASAP Reports received Year-to-Date:	437
Accepted Reports Year-to-Date:	410
Excluded Reports to date:	8
Open Reports:	22

Total Reports Received over the Life of Program	5407
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Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 06/12/17 through 07/09/17 = 232
 Emergencies Declared = 14
 2017 Year-to-Date = 1313
 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

Hot Aircraft Event Reporting

Events for Period:

06/12/17 through 07/09/17 = 111

2017 Year-to-Date = 227

2016/2017 Year-over-Year Comparative = -53 (-19%)

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

All of 2015 = 788

Open Discussion Items:

1.) Turbulence Related Risk Evaluation Project #4004 Update:

Current Objectives

1. Understand Inflight training curriculum as it relates to turbulence mitigation (Nora Earley and Anne Lewandowski)
2. Review available Inflight audit data (Dominck Renteria)
3. Review available Flight Ops audit data (Jennifer Sloan)
4. Understand Flight Ops training curriculum as it related to turbulence mitigation (Chris Schmidt)
5. Discuss options for hazard statement

Summary

1. Understand Inflight training curriculum as it relates to turbulence mitigation

Inflight initial training curriculum

- 3-week course
 - Consists of more than 20 learning modules
 - Two training phases: Normal Operations and Irregular Operations
 - Turbulence related material is done around the 3rd day of the 2nd week of training, about ½ through training.
- Self-study night prior with next-day instructor-led classroom discussion
- Turbulence-related topics threaded throughout entire course
 - Candidates provided clear learning objectives for each module
 - Reading materials, workbooks, and videos familiarize students with theory and nature of turbulence; categories of turbulence; injury risks; associated compliance mandates; procedures; CRM techniques
 - Turbulence also included as topic during First Aid course
 - Comprehensive end-of-course exam assesses mastery of materials and learning objectives
- Scenario-based training reinforces learning objectives
 - Scenario-based training scheduled during both Normal Ops and Irregular Ops phases
 - Ex: Scenario 1 (Normal Ops): involves passengers getting up after turbulence notification; candidates debriefed on response and actions taken
 - Ex: Scenario 2 (Irregular Ops): involves responses and actions when experiencing unanticipated severe turbulence
- Additional observations
 - Course trains candidates to ask for a weather briefing if not provided
 - Inflight currently working with Flight Ops to align materials and develop combined training opportunities
 - *Note: Shereen Govender offered to bring an example to the next meeting*

Inflight recurring training curriculum

- Once every 12 months for currency
- Consists of 7-hour self-paced CBT followed by 7-hour instructor-led training
- Turbulence is included in 3 of the modules
- Includes four scenarios ,explaining situation, correct response and rationale for correct response

- First Aid CBT also includes turbulence-related scenario and how to treat resulting injuries
 - Instructor led portion includes CRM, RRM and TEM
 - Pully, the Inflight cabin trainer can simulate turbulence but that is not part of the training
- 2. Review available Inflight audit data (Dominick Renteria)**
- Dominick was unable to attend the meeting.

3. Review available Flight Ops audit data (Jennifer Sloan)

Turbulence Communication Data

- Ops QA data between FA and Pilots (Ron Hartman assembled slides for IEP audit)
- Line Operational Safety Audit (LOSA)
 - 3-year audit (last completed Feb 2015)
 - Performed by peers
 - Sit on jumpseat
 - No intervention (unless emergency)
 - No debrief participation
 - Intent is to record what happened
 - Of 232 observed flights, ~5% had a turbulence-related communication issue (e.g. Captain did not perform WX brief beforehand)

Internal Evaluation Program (IEP) Data

- Audit done in January 2017, primarily for Winter Ops, but captured items related to turbulence
- Same pool of observers used for LOSA audit
 - Looking for specific items, often answers to yes/no type questions
 - Of 59 flight observed, ~10% experienced turbulence-communication issues (in this case, pilots did not provide pre-departure weather brief to FA)

Line Check Data

- Performed by Check Airmen
 - Data more structured
 - 1-5 scale applied (reason codes and comments required for 1,2,3 and 5s)
- May 2016—Apr 2017
 - 2,071 line check sessions (equates to 82,840 measured items)
 - 2,703 comments
 - 31 comments on turbulence communication
 - 77% positive
 - 23% negative
 - Reasons why not communicated included task-saturation; inadequate crew briefings

Mountain Wave Data Line Operational Evaluation (LOE)

- Simulator event
- Performed by Check Airmen
- 1-5 scale (reason codes and comments required for 1,2,3 and 5s)
 - Mountain Wave is a measured event during the sim event
 - Date: Q1 2017
 - 1,565 LOE sessions (equates to 6,260 measured items)
 - 390 comments: 44 related to turbulence, of which 27 identified instances in which FAs not alerted/advised, 5 incorrect method of informing the FAs of turbulence and 6 did not let the FAs back up following turbulence.

4. Understand Flight Ops training curriculum as it related to turbulence mitigation (Chris Schmidt)

- Turbulence training is included in the
 - Some of the Quarterly DL training items
 - ASAP recap safety promotion
 - 2017 training simulator training, a mountain wave event (same items above in LOE data)
- Eventually moving toward joint training with Flight Attendants
- Basic operation of weather radar is covered in an online CBT

- Submitting PIREPS through FMC is not covered
- Weather packets and FPGs are not covered, expectation is that Pilots should already have a basic level of weather knowledge
- Some weather is covered as part of the EFB products course

5. Discuss options for hazard statement

- Two possible options for defining hazard
 - Distinguish between clear air turbulence and convective turbulence
 - Or assign single turbulence category

Action Items

#	Action Item	Owner	Due Date	Status	Notes
1	See Attached Excel Document				
2	Provide input to Jim on proposed DOM revision	All			
3	Inflight training items related to turbulence are covered in both initial and recurrent	Shereen Govender		Complete	Briefed 15 June
4					

Questions / Issues

#	Action Item	Owner	Due Date	Status	Notes
1	Parking lot item: RADAR as primary instrument (non-visual) for WX detection and avoidance	Donny Purdy			<ul style="list-style-type: none"> • Techniques for weather avoidance may vary among pilots (e.g. RADAR range/tilt settings; mode selectors; avoidance techniques; etc.) • How are best practices captured and circulated? Do they need to be? Or is there an expectation that current and qualified Pilots already capable of maximizing RADAR's full potential (due to experience levels and sufficiency of initial and recurring training on weather avoidance)
2	Parking lot item for future discussion. WSI app is only as good as the wifi connection rate. Also, the turbulence plots within the WSI app are from forecast models, and must be validated. Our current method of validating is either published PIREPs (may be hours old and inaccurate), or "ride requests" with ATC enroute. The fidelity of the WSI App is a discussion point.	Ed Evans			
3	Parking lot item for future discussion: Data collection practices tend to focus on errors at the expense of capturing and recording good practices (how many times do we get it right?)—as SRM continues, should build this into our cross-check -What sound practices should we highlight? -What practices and techniques (internal and external) should be considered for wider use?				

2.) Aircraft Security Search Working Group Update

- 966 form and 1266 procedure went live as planned on 6/30; early audit results are positive
- Recycle Bin swap out - tentative 8/9 completion date
- Orders placed
 - Ariba orders total 378
 - Wizard orders total 120
 - Provisioning Services is purchasing 2 units under their cost center to bring the total to 500; also ordering additional spares
- Distribution Plan in place and communicated
 - Provisioning Leaders will receive more detail on number of aircraft to service by location, old recycle bin Disposition Plan, etc. in the next couple of weeks
- Assurance Plan/Audit Program – working to determine how best to complete work

3.) Operational Door Procedures Working Group Update

- Still waiting for the first joint session to be scheduled
- Update received from Jamie Willard:
 - It appears that the first step in getting this project off the ground will be the performance of a Safety Risk Management (SRM) analysis of our current procedures. Once this has occurred the first joint working group can be scheduled.

4.) OSHA 300 Log Distribution to DEBM's

Scheduled and Standing Meetings:

Monday July 10, 2017 – ESCP Meeting

Tuesday July 11- 13, 2017 – Executive Board Meeting

Friday July 14, 2017 – Diversity Training

Wednesday July 19, 2017 – ASAP ERC Q2 Meeting

Wednesday July 26, 2017 – Inflight ASAP FAA Q2 Meeting

Thursday July 27, 2017 – Monthly Health and Safety Coordination (HASC) Meeting

Tuesday August 8, 2017 – By-law Review Meeting with International