



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

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 13, 2017
Re: August 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

Events

ID	Event Date	Status	Summary
4904	7/12/2017	Sent to ERC for review	AIRCRAFT DOOR/SLIDE- DISARMING PROCEDURE/ Failure to disarm forward service door
4926	7/18/2017	Sent to ERC for review	AIRCRAFT DOOR/SLIDE- FULL SLIDE DEPLOYMENT/ A flight attendant duties when disarming/arming doors
4948	7/27/2017	Sent to ERC for review	SPECIAL PAX- UMs/ Door procedures distract from other duties
4955	7/28/2017	Sent to ERC for review	OWWE- PAX BRIEFED AFTER TAKEOFF/ failure to brief exit row on time
4962	7/31/2017	Sent to ERC for review	FLIGHT ATTENDANT DUTIES and RESPONSIBILITIES- USE OF ELECTRONIC DEVICES/ On telephone
4971	8/2/2017	Sent to ERC for review	AIRCRAFT DOOR/SLIDE- CROSSCHECK PROCEDURE/ Disarmed my door before request .
4986	8/5/2017	Sent to ERC for review	BOARDING- F/A NOT IN BOARDING POSITION/ I received devastating news and a DH F/A performed my boarding and takeoff duties
4996	8/6/2017	Sent to ERC for review	IEFB- MISSING iEFB/ iPad taken
5004	8/8/2017	Sent to ERC for review	IEFB- NON-COMPLIANT/ FAA issue

ASAP Reports received Year-to-Date:	565
Accepted Reports Year-to-Date:	535
Excluded Reports to date:	11
Open Reports:	9

Total Reports Received over the Life of Program	5635
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Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 07/09/17 through 08/13/17 = 306

Emergencies Declared = 24

2017 Year-to-Date = 1619

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

SWALife Reported Events for Period:

07/09/17 through 08/13/17 = 110

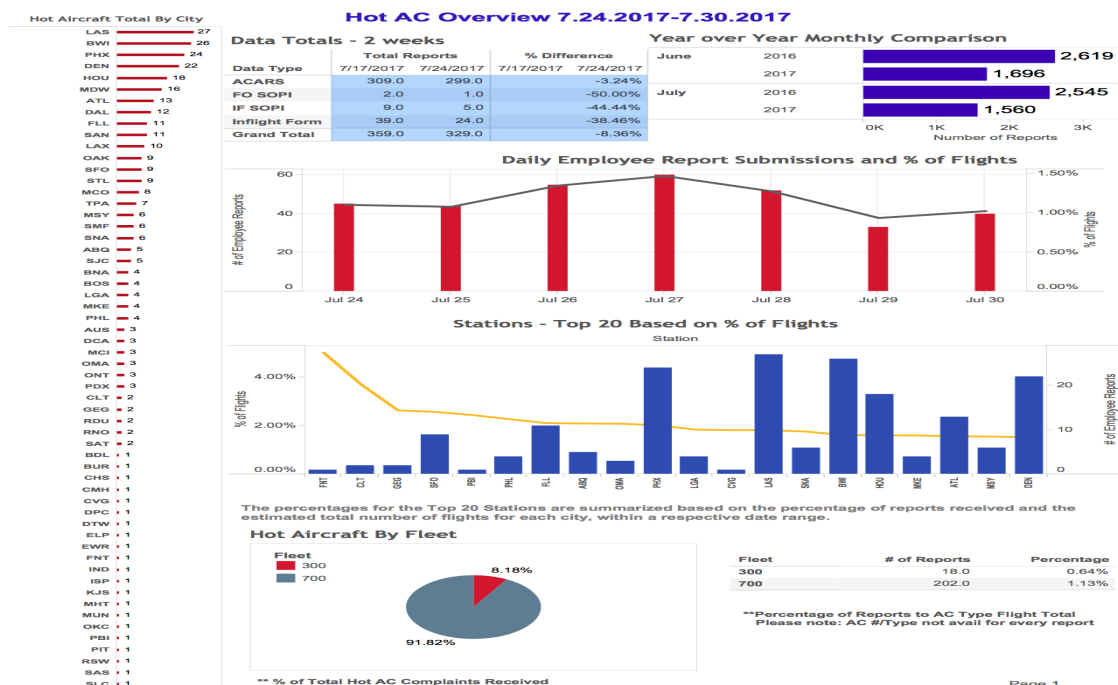
2017 Year-to-Date = 337

2016/2017 Year-over-Year Comparative = -198 (-37%)

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

All of 2015 = 788

Hot Aircraft Reporting Overview (All other Sources) 24JUL17-30JUL17



'Hot' Gates and AC

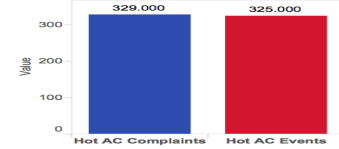
AC with four or more reports

AC Number	
398	5
259	4
772	4
924	4
7848	4
7876	4

Gates with three or more reports

Station	Gate	
LAS	B11	4
LAX	18A	4
BOS	A20	3
DEN	C29	3
SAN	7	3

Hot AC Events



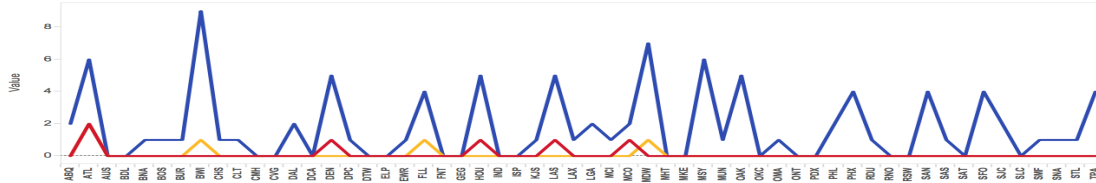
Hot AC complaints are the total # of reports received and does not take in account multiple complaints for 1 event. Hot AC events are a unique count of Hot AC Occurrences

Ground Operations

As reported by the Pilot Group through ACARS messaging.

Ground Operations

- Ops Agent Not Present
- Ramp Agent Not Present
- Air Not Connected



Ground Ops Stats

	7/17/2017	7/24/2017
Air Not Connected C..	28.80%	32.44%
Ops Agent Not Pres..	1.62%	2.01%
Ramp Agent Not Av..	2.59%	1.67%

Good Job ACARS

Date	Flight Number	Station	Facility Reason/Narrative/ACARS Message
7/26/2017	4133	LAX	NICE JOB.THANK YOU.....
		SMF	NICE JOB.THANK YOU.....
7/27/2017	3082	SAN	NICE JOB.THANK YOU.....
7/28/2017	1375	HOU	NICE JOB.THANK YOU.....
		MDW	NICE JOB.THANK YOU.....
	3995	DAL	NICE JOB.THANK YOU.....

If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

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PAX Hot AC complaints by Originating City

for the week of 7/24/17 to 7/30/17

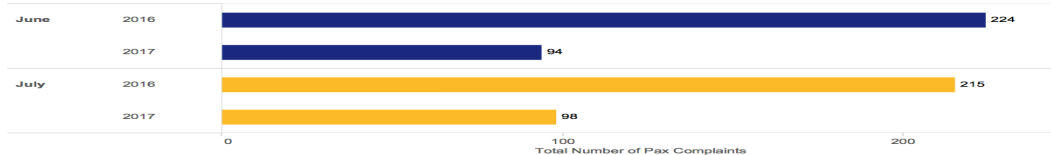


Customer complaints by day

for the week of 7/24/17 to 7/30/17



YOY Customer Complaints



Tech Ops Inspection Volumes

Inspection data for all Aircraft types week of 7/24/17 to 7/30/17



An aircraft ducting or pack inspection is made when complaints exhibit that a "hot" cabin is contributed by the aircraft equipment. Sources of complaints are Inflight SCPI and Hot Aircraft Events from the weekly reports.

Open Discussion Items:

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

The next step in this project will be presenting the information and system analysis to Senior Leadership. In the meeting held 10AUG17 the working group went over the draft out brief presentation from the turbulence project steering committee. During the presentation review input was given on suggested edits/changes to make sure that the items captured during the 6 months of meetings are accurately reflected throughout the deck.

2.) Aircraft Security Search Working Group Update

The project is officially complete with full implementation of all facets.

3.) Operational Door Procedures Working Group Update

Still waiting for the first joint session to be scheduled pending completion of the Safety Risk Management (SRM) analysis of our current procedures.

4.) OSHA 300 Log Distribution to DEBM's

5.) TWU International Safety Rep Position

Scheduled and Standing Meetings:

Monday August 14, 2017 – ESCP Meeting

Monday August 14, 2017 – Bluewolf/SalesForce Blueprint Review / EB Report Download

Tuesday August 15 - Thursday August 17, 2017 – Executive Board Meeting

Thursday August 17, 2017 – Go-Team Bloodborne Pathogen Recurrent Training

Monday August 21, 2017 – Dinner Meeting with Inflight Ops Leadership

Monday August 28, 2017 – Tuesday August 29, 2017 – ASAP Cognitive Interview Training (RT)

Tuesday August 29, 2017 – Monthly Health and Safety Coordination (HASC) Meeting

Monday September 18, 2017 – Wednesday September 20, 2017 – Aircraft Cabin Air Conference 2017 on behalf of TWU International Safety