



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: Thom McDaniel; Erich Schwenk
Date: April 15, 2018
Re: April 2018 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 = 41

ID	Event Date	Status	Summary
5701	3/6/2018	Sent to ERC for review	EQUIPMENT / PASSENGER OXYGEN SYSTEM - PSU inadvertently opened and mask deployed
5702	3/8/2018	Sent to ERC for review	CABIN READINESS / OHBS NOT CLOSED Fasten seatbelt sign was turned off too early which through off remaking procedure and a few bins were open during towing
5706	3/10/2018	Sent to ERC for review	JUMPSEAT / NOT SECURED ON JUMPSEAT LANDING - I was distracted with getting my sled to work and landed in PAX seat.
5731	3/16/2018	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Intentional Violation of 14CFR 121.589 By Ops Sup
5745	3/16/2018	Sent to ERC for review	AIRCRAFT DOOR/SLIDE/DISARMING PROCEDURE - Mechanical Problem with Forward Entry Escape Slide
5754	3/15/2018	Sent to ERC for review	CABIN EQUIPMENT/COMMUNICATION SYSTEM - No working PA, interphone or chimes
5758	3/22/2018	Sent to ERC for review	IEFB/NOT COMPLIANT - Manual compliance
5762	3/24/2018	Sent to ERC for review	OWWE/PETS IN OWWE - During the safety demo it was discovered that a pet was under the seat in the exit row.
5770	3/24/2018	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/OTHER - Passenger issue and related Ops Agent issue
5785	3/27/2018	Sent to ERC for review	OWWE/PREBOARD PAX OCCUPIED EXIT SEAT - Suspected pre-boarder in exit row

5787	3/25/2018	Sent to ERC for review	SPECIAL PAX/DISABLED - Safety with ADA Passenger
5792	3/28/2018	Sent to ERC for review	AIRCRAFT DOOR/SLIDE/PARTIAL SLIDE DEPLOYMENT - Slide fell out did not deploy.
5805	3/30/2018	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION – Pre-boarding began w/inboard crew while all 4 outbound crew members were in the jet bridge.
5816	4/3/2018	Sent to ERC for review	JUMPSEAT/DID NOT OCCUPY ASSIGNED JUMPSEAT - Landed in passenger seat with passenger having a medical situation
5822	3/30/2018	Sent to ERC for review	IEFB/MISSING IEFB - left behind IEFB. no loaner available. received printout before next flight.
5823	4/6/2017	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT - Red seal in wrong spot
5824	4/5/2018	Sent to ERC for review	ALCOHOL/PAX SIGNS OF INTOXICATION - Passenger appeared intoxicated and was harassing female passenger
5825	4/6/2018	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Possible Weigh and Ballance issue or Procedures
5826	4/7/2018	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Passenger had a seatbelt extension in the emergency exit
5827	4/5/2018	Sent to ERC for review	IEFB/MISSING IEFB - After arriving and deplaning I inadvertently forgot to retrieve my IEFB from the A/C.
5828	4/7/2018	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - Pax had an infant car seat in the row in front of the exit row.
5829	4/7/2018	Sent to ERC for review	AIRCRAFT DOOR/SLIDE/DOOR PROCEDURE - OTHER DEPARTMENT - Aft service door opened while armed
5830	4/5/2018	Sent to ERC for review	BOARDING/F/A NOT IN BOARDING POSITION - Left boarding position
5832	4/8/2018	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Stowing PAX items in galley
5833	4/8/2018	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Dual Boarding of pre-boards in front and General in back
5834	4/8/2018	Sent to ERC for review	OWWE/PAX BRIEFED AFTER DOOR CLOSURE - Forward entry door was closed before exit row was briefed. Exit row was briefed before securing flight deck.
5835	4/7/2018	Sent to ERC for review	SECURITY/FLIGHT DECK ACCESS PROCEDURES - The flight deck door accidentally closed while there was only one crew member in the flight deck.
5836	4/8/2018	Sent to ERC for review	MINIMUM CREW/BOARDING - Was not on plane during boarding
5837	4/8/2018	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Noticed passenger in exit row with seatbelt extension
5838	4/8/2018	Sent to ERC for review	OWWE/PAX BRIEFED AFTER TAKEOFF - OWWE not briefed prior to securing cabin
5839	4/8/2018	Sent to ERC for review	SECURITY/PAX MISCONDUCT (THREAT LEVEL) - Pax interfering with fa duties. I was under pressure not to return to gate due to social media atmosphere.

5840 4/8/2018 Sent to ERC for review SECURITY/FLIGHT DECK ACCESS PROCEDURES - FO came out to use the lav but the crew was not ready for him to come out. A PAX was going to the lav at the same time.

5842 4/10/2018 Sent to ERC for review IEFB/MISSING IEFB - Did not have my EFB. Called Ops to have them print me a copy of manual

5843 4/9/2018 Sent to ERC for review IEFB/NON-FUNCTIONING - IEFB would not log in. Delayed to gate for technical support.

5844 4/10/2018 Sent to ERC for review JUMPSEAT/NOT SECURED IN JUMPSEAT TAKEOFF/LANDING - A FA not secured when Departure PA was Made

5845 4/10/2018 Sent to ERC for review AIRCRAFT DOOR/SLIDE/ARMING PROCEDURE - Failed to arm fwd entry door

5846 4/9/2018 Sent to ERC for review IEFB/MISSING IEFB - Other FA mistakenly gave my iPad efb to ops in MCO assuming it was prior crews

5847 4/10/2018 Sent to ERC for review AIRCRAFT DOOR/SLIDE/DOOR PROCEDURE - OTHER DEPARTMENT - Girt bar fell out of holder after Provo opened toward service door

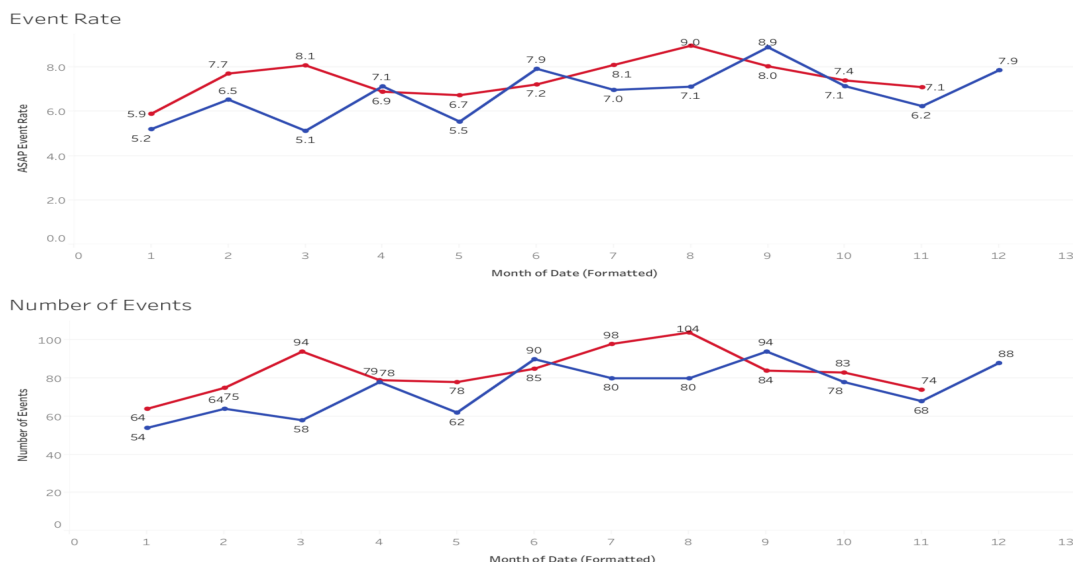
5848 4/10/2018 Sent to ERC for review OWWE/PETS IN OWWE - Noticed passenger with pet in the over wing window exit during demo, had to move passenger before takeoff

5849 4/10/2018 Sent to ERC for review SPECIAL PAX/PEANUT ALLERGY - Pax had an allergic reaction possibly to peanuts. She had provided SWA the information but the A was never informed.

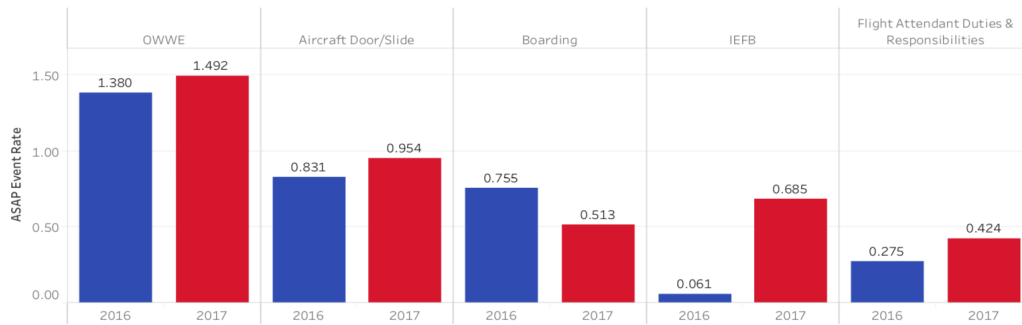
5851 4/11/2018 Sent to ERC for review IEFB/MISSING IEFB - Unscheduled A//C change, left iPad and sled on original aircraft.

ASAP Reports received Year-to-Date: 463
 Accepted Reports Year-to-Date: 459
 Excluded Reports to date: 4
 Open Reports: 41
Total Reports Received in 2017 947
Total Reports Received over the Life of Program 6380

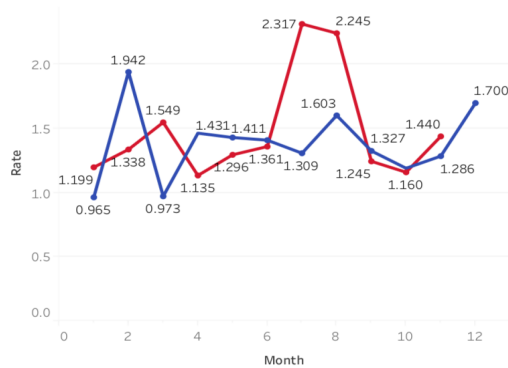
2017 Q3 YTD Reporting, Top Event and Action/Mitigation Data:



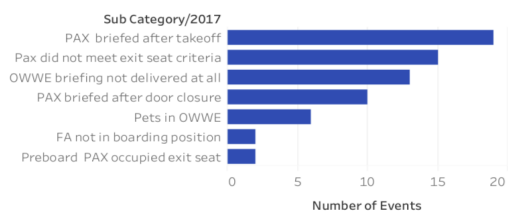
ASAP- Top 5 Event Categories



Monthly Event Rate



Subcategory

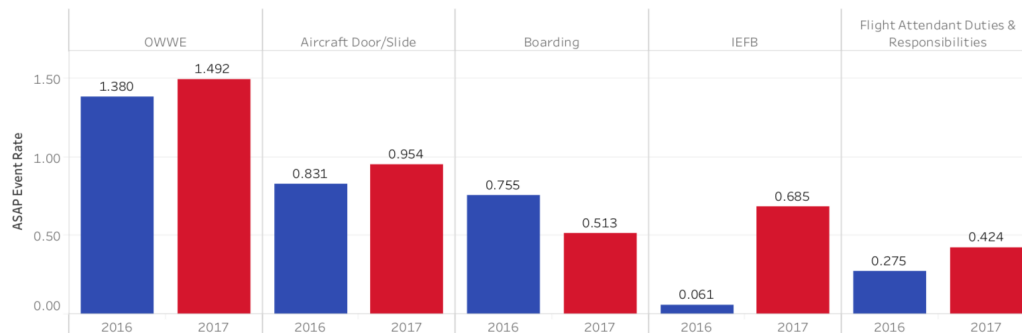


Year
2017

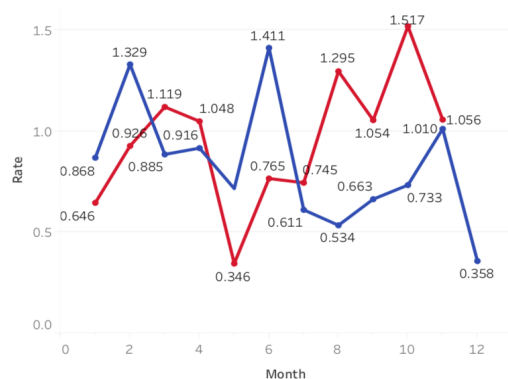
Quarter
3

New Taxonomy/2017 Para..
OWWE

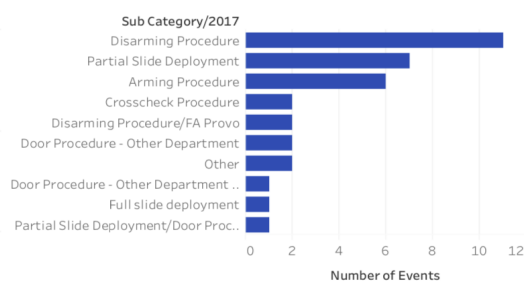
ASAP- Top 5 Event Categories



Monthly Event Rate



Subcategory

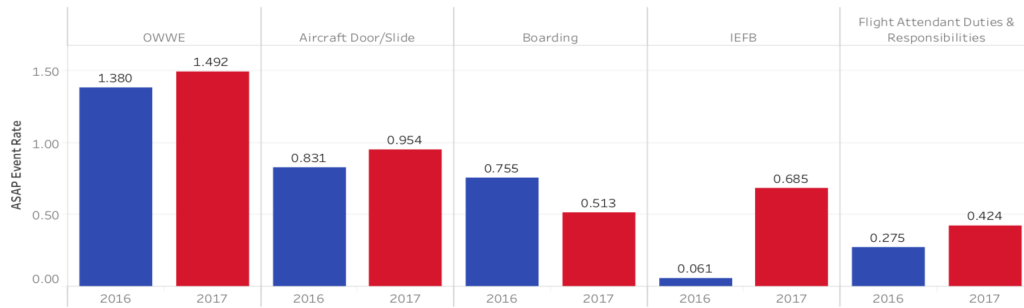


Year
2017

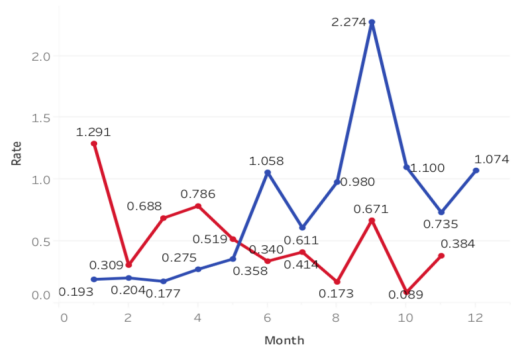
Quarter
3

New Taxonomy/2017 Para..
Aircraft Door/Slide

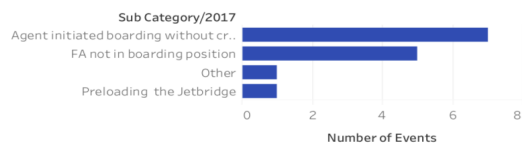
ASAP- Top 5 Event Categories



Monthly Event Rate



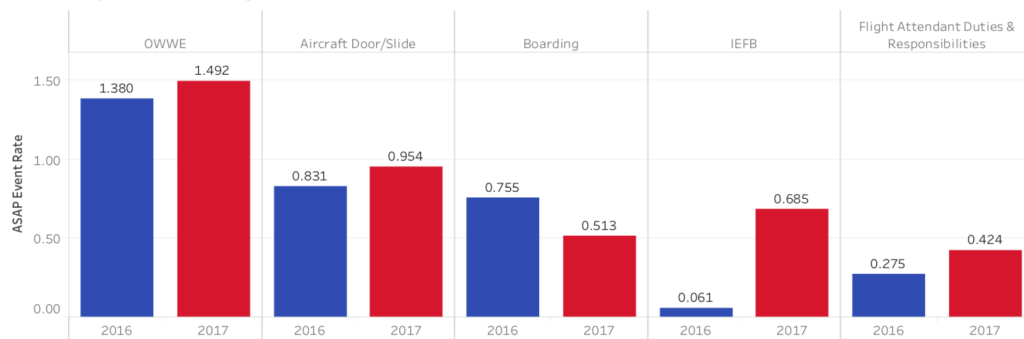
Subcategory



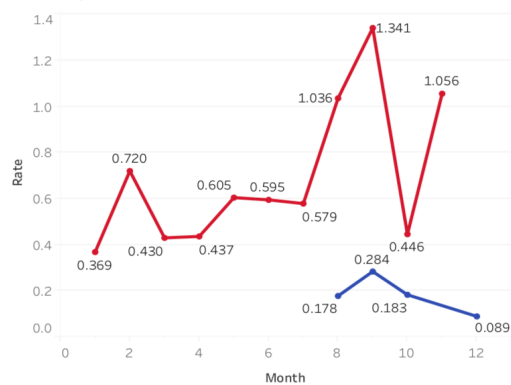
Quarter 3

New Taxonomy/2017 Para..
Boarding

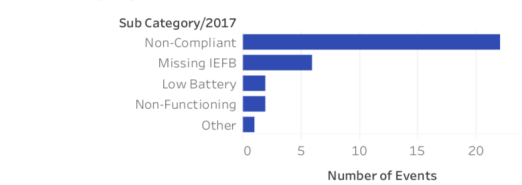
ASAP- Top 5 Event Categories



Monthly Event Rate



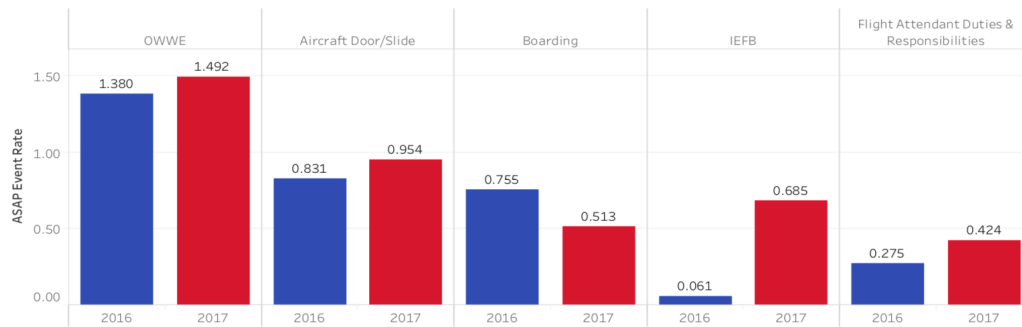
Subcategory



Quarter 3

New Taxonomy/2017 Para..
IEFB

ASAP- Top 5 Event Categories



Monthly Event Rate



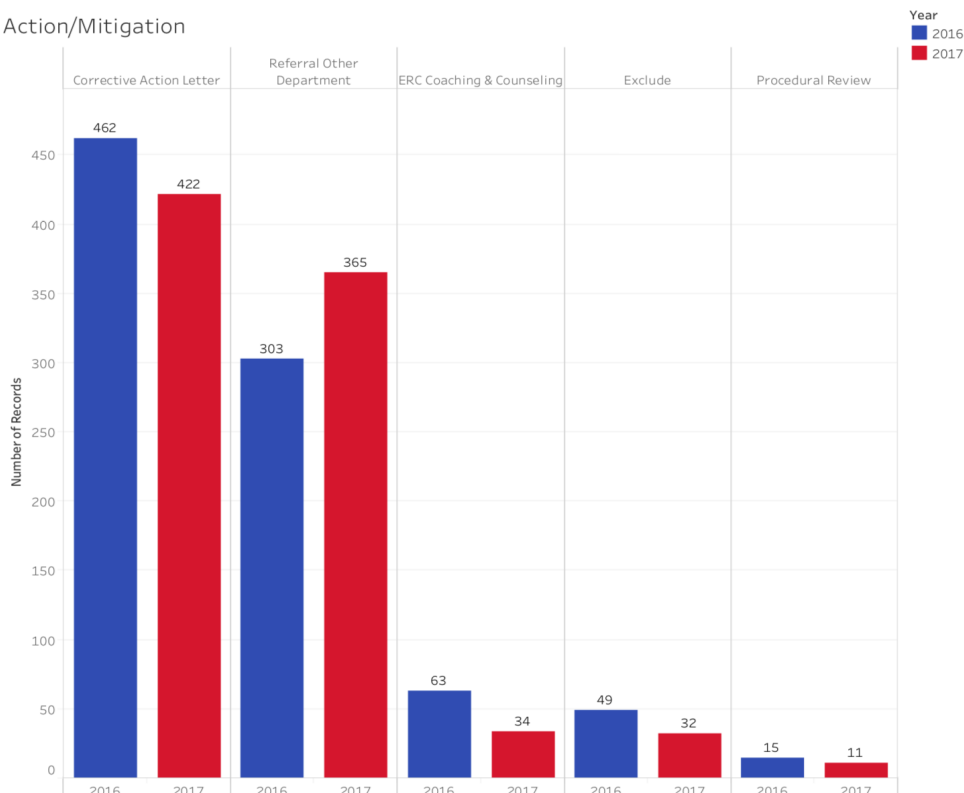
Subcategory



Quarter
3

New Taxonomy/2017 Para..
Flight Attendant Duties & ..

Action/Mitigation



Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 11/12/17 through 12/31/17 = 382

Fielded Events for Period: 01/01/18 through 04/15/18 = 817

Emergencies Declared (Combined Period) = 132

2018 Year-to-Date = 817

All of 2017 = 2371

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:

11/12/17 through 12/31/17 = 2

01/01/18 through 04/15/18 = 20

2018 Year-to-Date = 20

2017/2018 Year-over-Year Comparative = -7 (-35%)

All of 2017 = 396 = 34.3% Decrease Year-over-Year

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

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (All other Sources) 12MAR18-18MAR18:

Hot Aircraft Overview 03.12.2018 - 03.18.2018

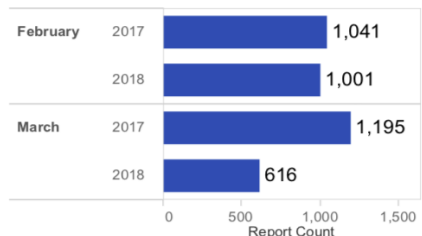
Hot AC Total by City



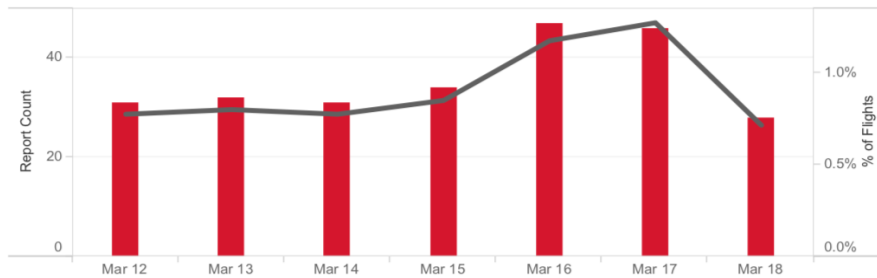
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	3/5/2018	3/12/2018	3/5/2018	3/12/2018
ACARS	237	248	4.64%	
IF SOPI		1		
Inflight Form	4		-100.00%	
Grand Total	241	249	3.32%	

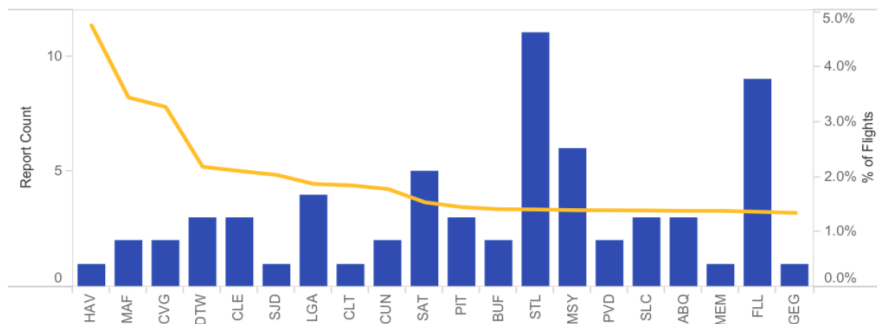
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



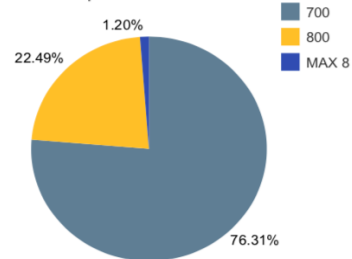
Stations - Top 20 Based on % of Flights



The percentages for the Top 20 Stations are based on the number of Hot AC Events reported on and the number of flights that departed from each city during the respective week.

Hot Aircraft by Fleet

Percent of total Hot AC Reports received



Fleet	Hot AC Reports	% of Flights**
700	190	0.92%
800	56	0.93%
MAX 8	3	0.77%

**Percent of Hot AC Events to Total Flights per Fleet
Please note: Fleet not available for every report

'Hot' Aircraft and Gates

Aircraft with four or more reports

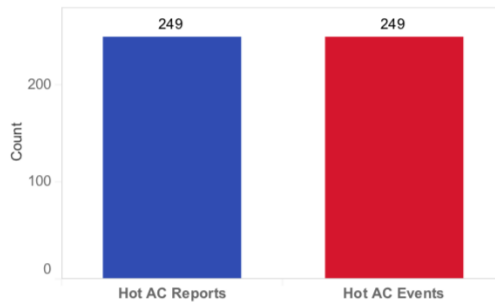
AC Number	
286	4
566	4
743	4
909	4
921	4
7708	4

Gates with three or more reports

Station	Gate	
BNA	C17	3
FLL	A1	3
SAT	A13	3

Reports versus Events

Hot AC Reports are the total number of reports received. Hot AC Events are the unique number of Hot AC occurrences, taking into account multiple reports for the same event.

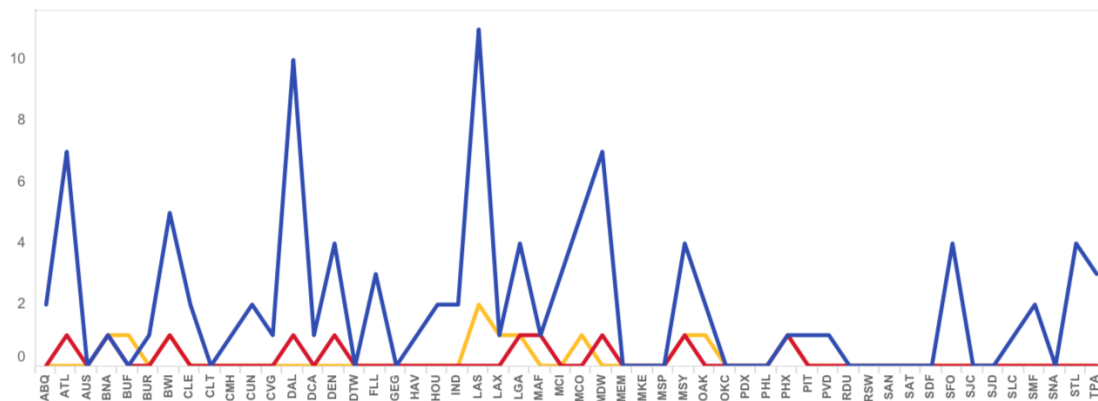


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	3/5/2018	3/12/2018
% Air Not Connected	40.93%	40.32%
% Ops Agent Not Present	2.95%	4.03%
% Ramp Agent Not Available	3.38%	4.44%



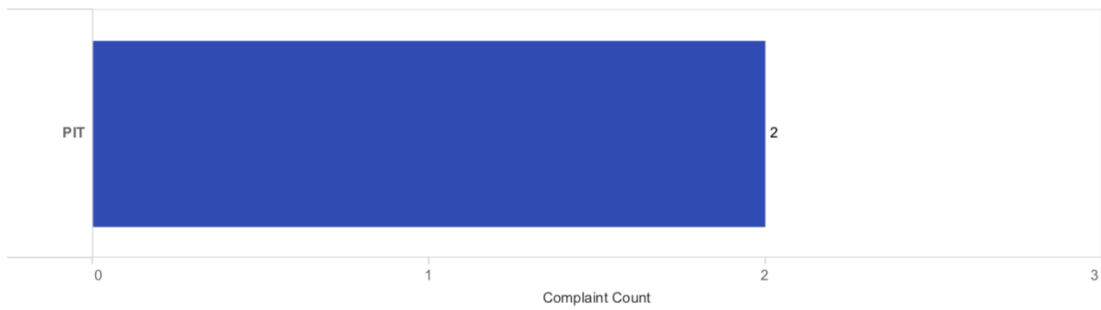
Good Job ACARS

Date	Flight Number	Station	Message
3/12/2018	1308	LAS	NICE WORK
	5448	STL	NICE WORK
3/14/2018	725	MAF	NICE JOB.THANK YOU.
	5873	HOU	NICE JOB.THANK YOU.
3/16/2018	168	BNA	NICE JOB.THANK YOU.
	1486	MSP	NICE JOB.THANK YOU.
	6422	FLL	NICE JOB.THANK YOU.
	6423	DAL	NICE JOB.THANK YOU.
3/17/2018	2319	BNA	ONE OF THE FASTEST AND BEST SERVICE
	3255	SAN	ALWAYS A NICE JOB IN SAN
	4360	PHX	NICE JOB

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

Customer Hot AC Complaints for the week of 03/12/18 to 03/18/18

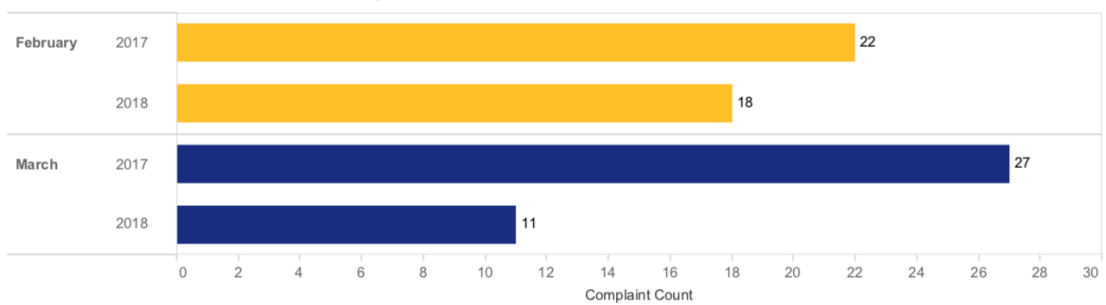
Pax Complaints by Originating City



Pax Complaints by day



Year over Year Customer Complaints



Open Discussion Items:

Operational Door Procedures Working Group 4.0 Review

Stakeholders

- Inflight Ops
- Ground Ops
- Flight Ops (awareness only)
- Tech Ops (awareness only)
- Regulatory Programs and Compliance
- Central Publications
- SWA-U
- TWU 556
- Safety and Security

2016 – 2017

Assurance Data

- 2016: **125** Events Total (ASAP)
 - **7** PSDs Rate per 10,000 Flights: **.05**
 - **71** Disarming Related Events
 - **38** Arming Related Events
 - Other Department: **9** Events
 - **6** Provo Agent attempted to open armed door
- 2017: **111** Events YTD (ASAP) ***As of 11/7/2017**
 - **22** PSDs Rate per 10,000 Flights: **.19**
 - **2** FSD
 - **44** Disarming Related Events
 - **17** Arming Related Events
 - Other Department: **17** Events
 - **13** Provo Agent attempted to open armed door
 - **3** Ops Agent attempted to open door; knocking for "A" to crack door while FAs were performing crosscheck
 - **1** Jumpseat Rider armed door
 - **9** Crosscheck Procedure
 - FAs either did not crosscheck or they crosschecked incorrectly

- OSHA 300 Log Distribution to DEBM's
- ASAP FAA Revised Advisory Circular 120-66C Comment Submission
- Cabin Fume Events Working Group Update – Safety Alert for Operators (SAFO) 18003 Review
- WN2123 and WN3562 Emergency Evacuation Debriefs and EVAC Working Group Formation
- Hypodermic Needle Sticks Working Group Update ORR804:

Rank = 1 being the worst - 5 being the best; 1 being least expensive – 5 being most expensive

Inflight

Training Enhancements

3.5 effectiveness

Awareness

1 cost

Relatively low, intent would be to enhance existing (i.e.: different pictures of various needle types)

Gloves – medical grade gloves

1 effectiveness

False sense of security

Offer no additional protection than the gloves we have now

2-3 cost

Gloves non-penetrable

3 effectiveness

lose dexterity

? –cost

Depends how they would be made available (roughly \$60ish a pair)

Discussed just providing at the bases for those who would like them

Ground Ops

Training enhancements (GO is still in the process of reviewing current content)

1 effectiveness

2 cost

Glove Options

Not an option

Would not mitigate

****TO and Provo didn't have data to require discussion of department specific controls outside of the all department controls that follow**

All Departments

Hepatitis B Vaccinations (optional)

1 effectiveness

Cost high

Some points of discussion

Sick time

Time out (from symptoms of vaccine)

How would vaccination be tracked?
Only prevents Hepatitis B BBP

Communication to Passengers?

Southwest.com (Please alert the Cabin Crew if you have used any needles during flight so they may provide you with a disposal container.)

2 effectiveness

1 cost

Briefings (Sharps containers are available if needed)

3 effectiveness

2 cost

Southwest the magazine

2 effectiveness

1 – cost

Sharps containers on aircraft

3 Effectiveness

4 Cost

Additional Discussion Points

Tracking of sharps

Initially reactive, we may already do this

How many close calls are there (needle found, not stuck)?

How would we track? Is it worth tracking?

Other Airline data (Inflight only)

JetBlue

4 OJIs in 2016 and 2 in 2017

They have sharps containers in their biohazard kits

United

Since 2013 had a total of 4

Scheduled and Standing Meetings:

Monday April 16, 2018 – Door Procedures Working Group

Tuesday April 17, 2018 – Dinner Meeting with SWA Leadership

Tuesday April 17, 2018 through Friday April 20, 2018 – Executive Board Meeting

Wednesday April 18, 2017 – Cabin Fumes Reporting Systems Working Group

Sunday April 21, 2018 through Wednesday April 25, 2018 – TWU Legislative and Political Conference

Monday April 30, 2018 – Monthly Health and Safety Coordination (HASC) Meeting