



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
Date: September 15, 2018
Re: September 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 - 13

ID	Event Date	Status	Summary
6444	8/6/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - Did not arm entry door slide in brackets
6487	8/15/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Aft doors not disarmed.
6496	8/16/2018	Sent to ERC for review	TURBULENCE/OTHER - Our short flight was bumpy and we should not have been doing service.
6561	8/29/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - I didn't disarm the door & when I started to open the door the slide slid out
6569	8/29/2018	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Call passengers' trash instead of saying welcome/ hello
6578	9/2/2018	Sent to ERC for review	IEFB/MISSING IEFB - I left my EFB on the aircraft
6584	9/2/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Slide event
6611	9/8/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - As B FA I did not disarm aft galley door
6621	9/11/2018	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - I pulled out my phone to check which gate we were connecting to in HOU
6622	9/11/2018	Sent to ERC for review	BOARDING/PRELOADING THE JETBRIDGE - Ops began boarding without warning to flight attendants, during security search.
6623	9/10/2018	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT - Emergency equipment item in wrong location

6624	9/9/2018	Sent to ERC for review required life vests not onboard	CABIN EQUIPMENT/LIFE VEST - all
6625	9/12/2018	Sent to ERC for review EFB was not at 90% during a gate check	IEFB/LOW BATTERY - I discovered my

ASAP Reports received 2018 Year-to-Date:	1237
Accepted Reports Year-to-Date:	1045
Excluded Reports to date:	23
Open Reports:	13
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	7975

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 08/09/18 through 09/15/18 = 296
 Emergencies Declared for Period = 15

2018 Year-to-Date = 1578
 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
 Safety Team Reports

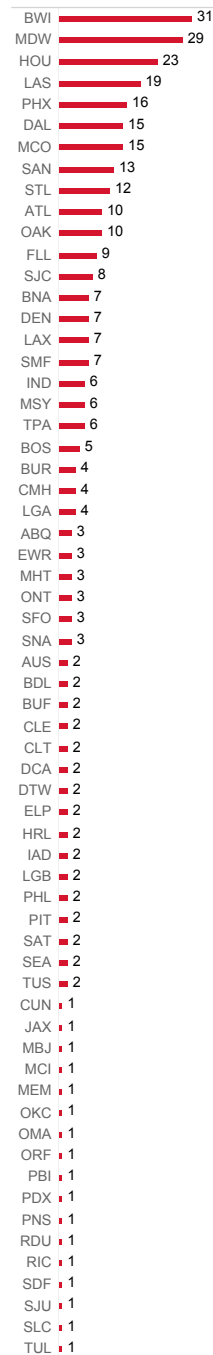
SWALife Hot Aircraft Event Reporting

08/09/18 through 09/15/18 = 65
 2018 Year-to-Date = 442
2017/2018 Year-over-Year Comparative = +94 (+21.26%)
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 (Normalized with all other Sources) 03AUG18-09AUG18:

Hot Aircraft Overview 09.03.2018 - 09.09.2018

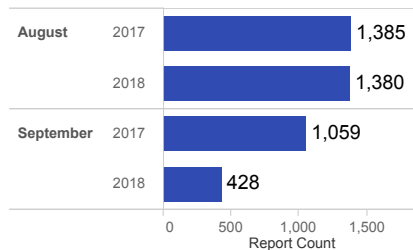
Hot AC Total by City



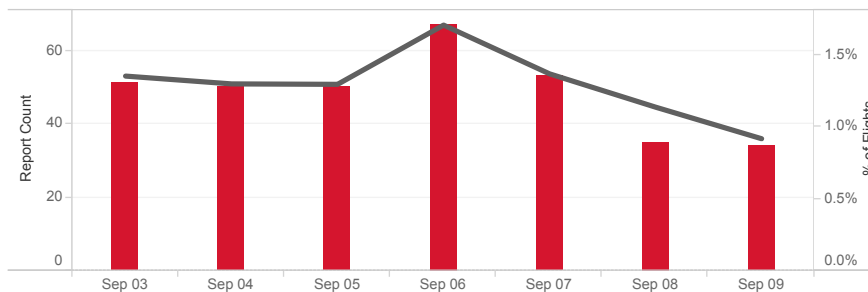
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	8/27/2018	9/3/2018	8/27/2018	9/3/2018
ACARS	311	312	0.32%	
IF SOPI	1	2	100.00%	
Inflight Form	23	26	13.04%	
Grand Total	335	340	1.49%	

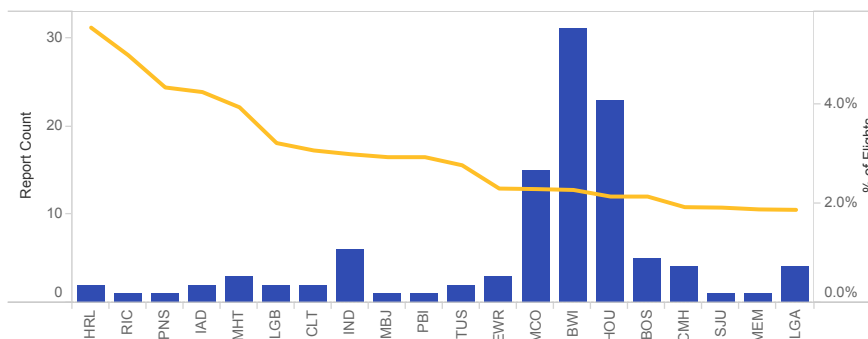
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



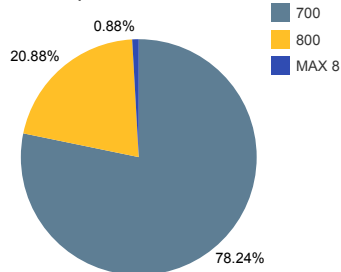
Stations - Top 20 Based on % of Flights



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	266	1.36%
800	71	1.26%
MAX 8	3	0.62%

**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

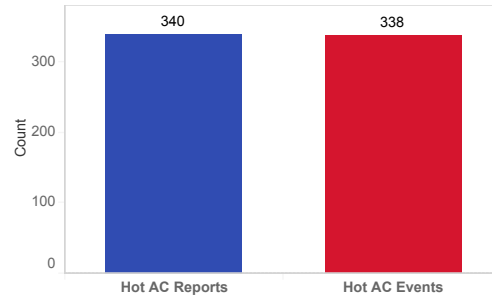
AC Number	
7702	6
452	5
923	4
947	4
7864	4
7866	4

Gates with three or more reports

Station	Gate	
IND	B17	3
PHX	D5	3
SAN	10	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.

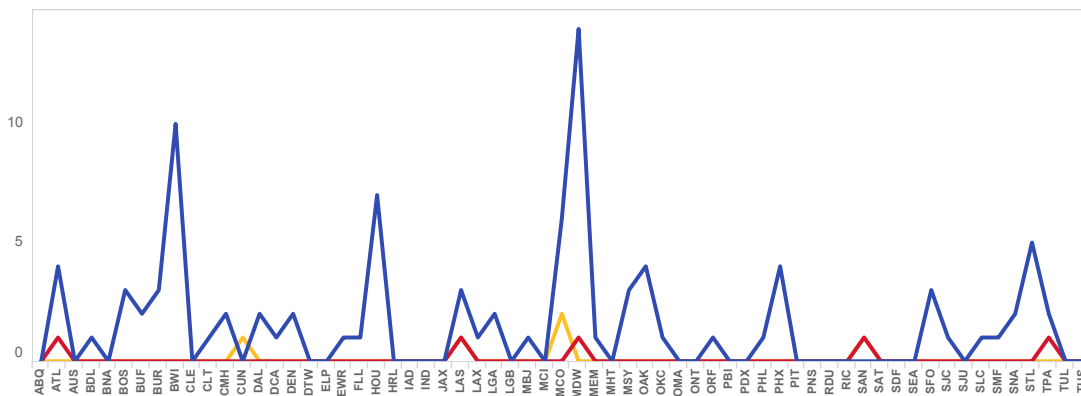


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	8/27/2018	9/3/2018
% Air Not Connected	27.97%	31.09%
% Ops Agent Not Present	2.57%	1.60%
% Ramp Agent Not Available	1.93%	1.60%



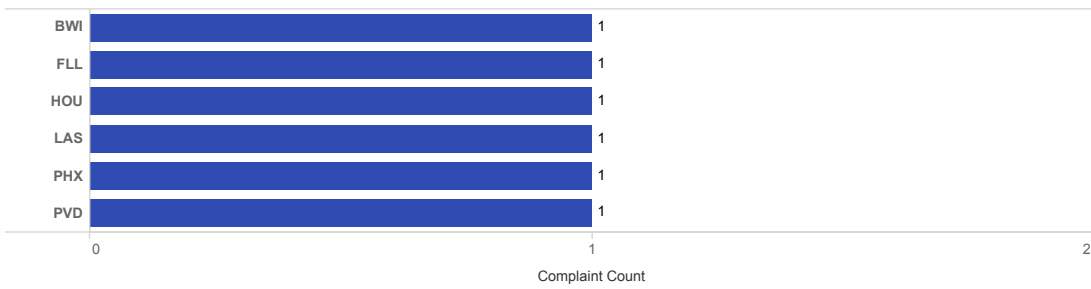
Good Job ACARS

Date	Flight Number	Station	Message
9/4/2018	4501	BNA	GREAT JOB
9/5/2018	4992	LGB	GOOD HUSTLE BY GND CREW
9/7/2018	3087	IAD	GREAT STATION
	3088	ATL	NICE WORK

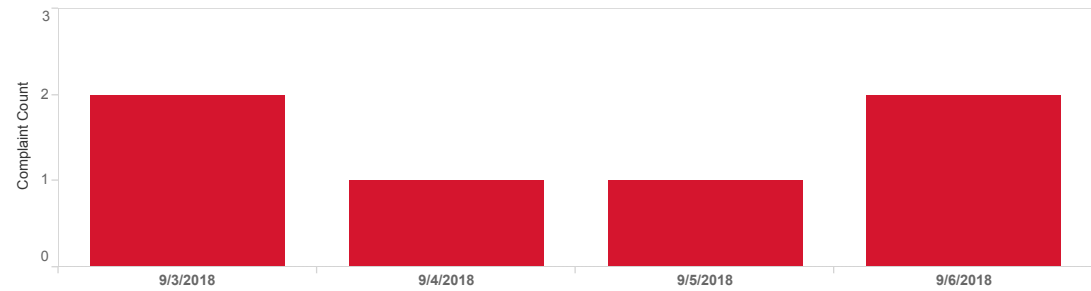
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 09/03/18 to 09/09/18

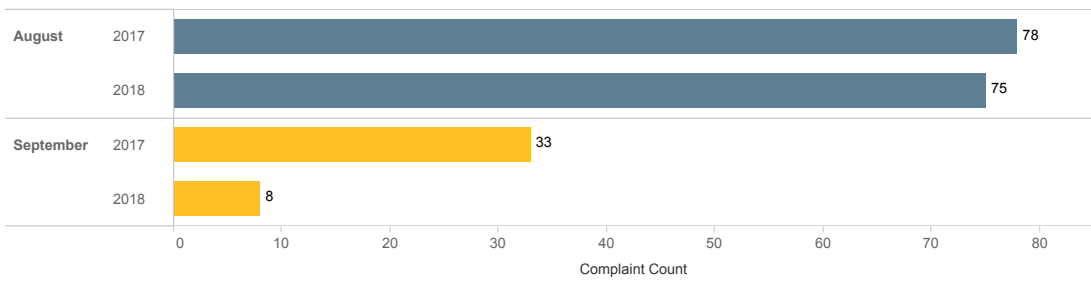
Pax Complaints by Originating City



Pax Complaints by day



Year over Year Customer Complaints



Tech Ops Inspection Volumes for the week of 09/03/18 to 09/09/18

Inspection data for all Aircraft types



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

Open Discussion Items:

- OSHA 300 Log Email Distribution to DEBM's

A4A Cabin Air Quality Mitigation Working Group (CAQMWG) Update:

A teleconference was held on September 6 led by Mike Hidebrandt of JetBlue, Chairman of the working group in order to review documents providing background and reasoning/explanation for the SAFO and the draft A4A Recommended Practices document discussed in our kick-off meeting. The task moving forward is to provide comment/feedback to the A4A Recommended Practices document, in other words what we might be missing. To the extent practical it has been requested that we consolidate our Operator/Association comments in one response (i.e. WN, TWU, SWAPA etc.) in the format suggested below.

Please find the consolidated comments of XXX below:

<i>Page/Para</i>	<i>Comment</i>	<i>Suggestion</i>
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In addition, to the extent that procedures or reporting forms that individual carriers have developed that would be helpful for this group, be included within the comments as well. As described for us, this Recommended Practices Document is intended to provide Guidance for Crews on what they can do now when a S/F/O event occurs. Judith Anderson (AFA) and Mike both discussed, from this document, training, education and reporting guidance can be built. To that extent the ICAO document provides an excellent framework to start with.

These comments are due by Thursday, Sept 27. They will be consolidated and returned to the Working Group prior to the next teleconference scheduled for Weds, Oct 24, 1pm (Eastern). In addition, the next in-person meeting for the Cabin Air Quality Task Group meeting is scheduled on Nov 1, at A4A. The purpose of that meeting will be to report out of the 3 Working Groups (Mitigation, Detection, Design).

Heat Soaked (Exploding Can) Grievance:

While heat soaked (exploding) cans is a phenomenon seen every year during the hot summer months, very little action has ever been taken by Management to mitigate this serious operational hazard despite our continually urging them to do so. The reasons for this inaction are not self-evident but may include the fact that reliable assurance data has never been readily available along with the propensity for them to let the issue fall to the waist side once the hot summer months pass. That being said, times have changed.

The advent of SMS and (by extension) better reporting tools such as ASAP and SRS now provide more timely assurance data which has made this year rich with data illustrating the clear and present danger heat soaked can explosions pose to our Flight Attendants and in some cases our passengers.

As such, TWU Local 556 Safety served notice and citation of CBA violation(s) to Management giving them 9 business days to respond with an acceptable mitigation strategy. Management did respond by saying in part: they are taking the matter very seriously and utilizing their Safety Management System (SMS) to guide them to the appropriate solutions.

While we applaud Management taking the matter seriously, we are not willing to wait indefinitely for them to take solid action in addressing this serious safety concern. Thus, we have filed a Contractual Grievance in the matter on behalf of all Southwest Airlines Flight Attendants.

We are asking for Flight Attendants that have experienced an incident with heat soaked/bursting and/or exploding cans to, in addition to filing an ASAP report, to send an email to Contractual Grievance Specialist Brandon Hillhouse at bhillhouse@twu556.org and include in their email:

- > Name and Employee Number
- > Date of the Incident
- > Flight Number/city pairs
- > Description of incident
- > Phase of Flight
- > Type of Beverage <and>
- > How they were Affected (physical injury/mental distress to yourself, other Crew Members and/or Passengers)

PASSENGER COUNT PROCEDURE CHANGE EFFECTIVE OCTOBER 1, 2018:

An Inflight Information on the Go (IIOTG) dated September 6th declared: "Beginning October 1, the "C" Flight Attendant ("D" on 737-800/MAX8) will no longer be required to count Passengers in preparation for pushback. Instead, the Operations Agent will provide the "A" Flight Attendant with the official Passenger count from our electronic boarding system. The "A" Flight Attendant will continue to utilize the Rev napkin to record this number and deliver it to the Captain, as is done today."

Since this IIOTG went out, 556 Safety received several inquiries from Flight Attendants voicing their concerns with this change based on problems they have experienced with the current passenger count procedures. While we understand this significant change can be unsettling for some, we wanted to provide you with some factual information and guidance as it pertains to these new procedures:

In order for the new procedures to be successful, Operations Agents must properly utilize the new automation tools incorporated into OneRes, follow all procedures by scanning every Passenger and acting on all related pop-up warnings from the system. If they do this, there is little to no chance of mis-boarding Passengers.

Also, it's important to know that these new procedures were vetted and approved by the FAA so from a regulatory and compliance standpoint, they are appropriate and within the standard norms of industry best practices.

Finally, once these new procedures are implemented on October 1st, should you experience shortcomings in the new procedures that you believe are counter to the overall safety of the operation, please be sure to file an ASAP report so that the Union, Company and FAA all have visibility in the matter.

Below are some talking points and a small Q&A 556 Safety received from SWA in the matter:

Key Messages:

With OneRes, we now scan all Passengers who step onto our planes –including lap children.

Manual counting has given our Flight Attendants one more task to complete, and removing this step will allow that Employee to focus on the more critical tasks they need to finish before departure.

There are still times a manual count will need to be done. Through counts will still be manually completed, and it's essential that we do that properly. In addition, manual counts will occur when a Passenger count is needed by zone or in the event a system is down and we have to handle all boarding procedures manually.

As we do with any change of procedures, we utilized our SMS (Safety Management System) and applied our risk assessment model.

Q&A

Will this lead to more Passengers boarding the wrong aircraft?

- No, if all procedures are followed by scanning every Passenger and acting on all related pop-up warnings, there should not be any mis-boarded Passengers.

What happens if we have a glitch in the OneRes system?

- Ground Operations will advise the Flight Attendants of the outage and perform manual boarding processes, which would require a final onboard count from Inflight.

How is it possible that OneRes captures lap children?

- A Boarding Verification Document is now scanned as a regular boarding pass

Scheduled and Standing Meetings:

Monday through Wednesday September 17 - 19, 2018 – ASAP InfoShare, New Orleans, LA

Thursday September 20, 2018 – Meet with EB concerning Uniform Toxicology Testing

Friday September 21 through 28, 2018– Global Cabin Air Quality Meeting, London, UK (On behalf of TWU International)

Wednesday September 20, 2018 – SWA1380 Coordinators Call/Meeting/Hearing Prep

Friday September 28, 2018 – Monthly Health and Safety Coordination (HASC) Meeting

Saturday September 29, 2018 – Fall over from Exhaustion!!!