



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: November 11, 2018
Re: November 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 - 80

ID	Event Date	Status	Summary
6747	10/5/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - I committed a safety violation after losing the fwd entry door right before pushback from the gate.
6751	10/5/2018	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Loss passport
6767	10/8/2018	Sent to ERC for review	CABIN EQUIPMENT/LIFE VEST - Forgot to report only 9 spare life vests instead of required 10
6794	10/14/2018	Sent to ERC for review	IEFB/LOW BATTERY - Ipad was not at 90% for check in time
6802	10/14/2018	Sent to ERC for review	IEFB/NON-FUNCTIONING - EFB disables
6805	10/13/2018	Sent to ERC for review	OWWE/PAX DID NOT MEET EXIT SEAT CRITERIA - Failure to comply, FAA Chapter 33 violation
6814	10/15/2018	Sent to ERC for review	JUMPSEAT/DID NOT OCCUPY ASSIGNED JUMPSEAT - I landed on aft jumpseat
6816	10/15/2018	Sent to ERC for review	IEFB/MISSING IEFB - Left iPad at hotel in Little Rock
6820	10/14/2018	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/AGENT CLOSED DOOR BEFORE CABIN SECURED - Ops closed FWD entry door before C flight attendant confirmed she briefed exit rows nor in place to arm her doors
6844	10/21/2018	Sent to ERC for review	MINIMUM CREW/BOARDING - I was in the jetway near the forward entry door calling scheduling to request a jetway trade. Boarding had been halted.

6875 10/22/2018 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Passenger up during climb while seatbelt sign was on.

6884 10/25/2018 Sent to ERC for review BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Unable to complete pre-flight duties due to Ground Operations' noncompliance

6887 10/28/2018 Sent to ERC for review CABIN EQUIPMENT/EMERGENCY EQUIPMENT - AED dark and beeping

6891 10/16/2018 Sent to ERC for review JUMPSEAT/EXTRA CABIN JUMPSEAT RIDER - Alcohol served to employee who listed for 4th jumpseat but took a cabin seat

6893 10/29/2018 Sent to ERC for review IEFB/LOW BATTERY - IEFB severe battery drain after installing the iOS 12 update 14 hours prior to the flight. Charge went from 100 to 18%.

6894 10/29/2018 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - Failure to abide FAR's during taxi and take off

6895 10/28/2018 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - FAA Certificate in International Destination

6899 10/29/2018 Sent to ERC for review AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - Girt Bar Not Completely in the Brackets

6900 10/29/2018 Sent to ERC for review FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Customer with disability

6901 10/30/2018 Sent to ERC for review IEFB/MISSING IEFB - Lost efb(work tablet/manual)

6902 10/27/2018 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Failure to comply with crew member safety instruction

6903 10/30/2018 Sent to ERC for review IEFB/MISSING IEFB - left ipad in SFO

6904 10/29/2018 Sent to ERC for review IEFB/MISSING IEFB - Crew EFB left on Aircraft

6905 10/30/2018 Sent to ERC for review AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - The fwd galley trashcan was partially pulled out and caught the girt bar as provo opened door during ground time

6906 10/29/2018 Sent to ERC for review IEFB/MISSING IEFB - C flight attendant left her EFB on aircraft on Sunday morning.

6907 10/31/2018 Sent to ERC for review NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - non-rev flight attendant served snacks while seatbelt sign was on

6908 10/28/2018 Sent to ERC for review CABIN PET\SERVICE ANIMAL - During Pre-boarding passenger boarded with large pet and sat in aisle seat.

6909 11/1/2018 Sent to ERC for review IEFB/LOW BATTERY - IPAD not charged

6910 11/1/2018 Sent to ERC for review CRM/AGENTS - The customer service supervisor rushed flight attendants to board and interfered with flight attendant safety duties.

6911 10/29/2018 Sent to ERC for review GROUND OPS COMMUNICATION\PROCEDURES/CARRYON BAG POLICY NOT ENFORCED - Pax boarded 3 carryon items. Adv pax of carryon rules and adv to consolidate. Pax stated ops adv rules but ok because light flight.

6912 11/1/2018 Sent to ERC for review IEFB/MISSING IEFB - I realized I couldn't find EFB and made a run for the flight it was on c2

6913	11/1/2018	Sent to ERC for review	GROUND OPS COMMUNICATION PROCEDURES/AGENT CLOSE DOOR BEFORE CABIN SECURED - Cabin was not secure when Ops closed the door & pulled the jet bridge away
6914	10/31/2018	Sent to ERC for review	IEFB/MISSING IEFB - I left my IEFB onboard.
6915	11/2/2018	Sent to ERC for review	MAINTENANCE/GIRT BAR J HOOKS - Girt bar fell out of holding bracket
6916	11/1/2018	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Pax would not comply with laptop policy
6917	10/27/2018	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - Placement of car seats window and aisle
6918	10/31/2018	Sent to ERC for review	SPECIAL PAX/DISABLED - Adult autistic child was becoming a hazard to himself and his family
6919	11/2/2018	Sent to ERC for review	CHILD RESTRAINT SYSTEM/IMPROPER PLACEMENT - Did not notice car seat behind the exit row
6920	11/1/2018	Sent to ERC for review	ALCOHOL/CONSUMED OWN ALCOHOL - Passenger Consumed Personal Alcohol after being told against the law.
6921	11/2/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DISARMING PROCEDURE - Disarm door before told jet bridge was up
6922	11/2/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Failed to disarm door
6924	11/3/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - arm my door before Jetbridge moved back, but I caught myself and disarm it right
6925	11/3/2018	Sent to ERC for review	TURBULENCE/OTHER - Unable to safely complete service
6926	11/2/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/PARTIAL SLIDE DEPLOYMENT - Partial slide deploy
6927	11/3/2018	Sent to ERC for review	IEFB/OTHER - Noncompliance of not having all required items for duty. My credit card Sled is lost or stolen
6928	11/2/2018	Sent to ERC for review	IEFB/MISSING IEFB - lost iPad that delayed a flight
6929	11/3/2018	Sent to ERC for review	NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES/PAX NON-COMPLIANCE - Pax up during moderate turbulence and not following crew instructions about standing in front of cockpit.
6930	11/3/2018	Sent to ERC for review	IEFB/MISSING IEFB - Lost IEFB
6931	11/2/2018	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - Only one FA left on plane when Captain and Ops let through passengers onboard
6932	11/4/2018	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Unable to complete pre-flight duties due to Ground Operations' noncompliance
6933	11/3/2018	Sent to ERC for review	CABIN READINESS/PAX COUNT INCORRECT - PAX count was off, Door was closing when passenger realized we weren't going to her destination.
6934	11/1/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/DOOR PROCEDURES\OTHER DEPARTMENT - OPS agent refusing to open main cabin door after arrival
6935	11/4/2018	Sent to ERC for review	MINIMUM CREW/DEPLANING - Only 1 FA on plane with lift customer waiting for wheel chair

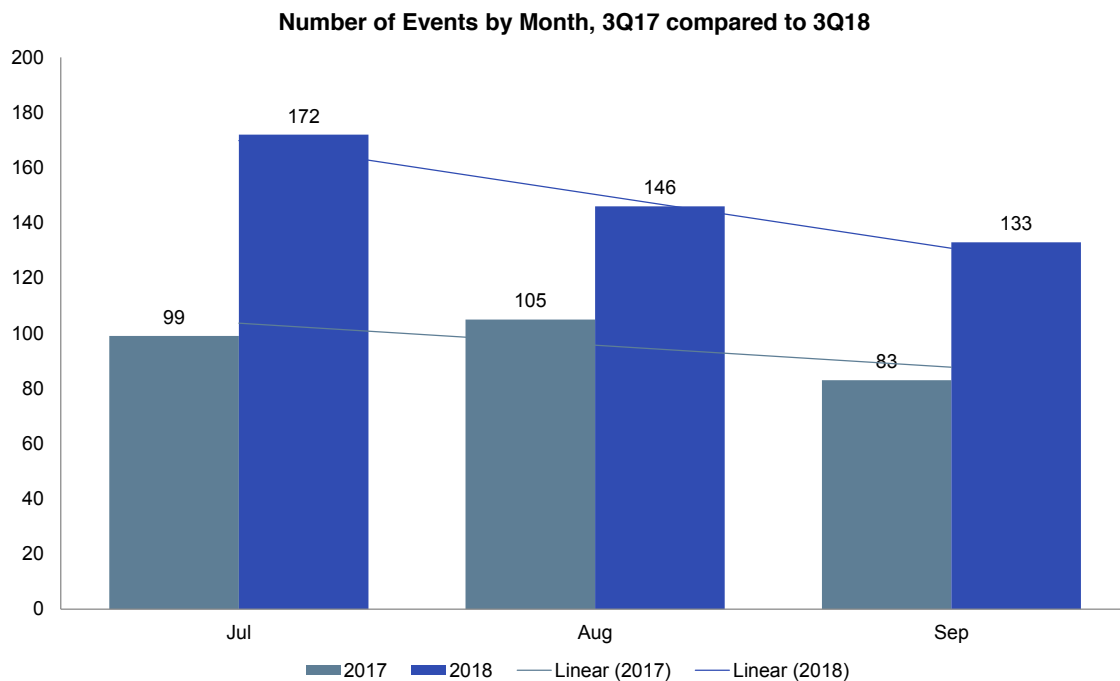
6936	11/4/2018	Sent to ERC for review	TURBULENCE/OTHER - Pax will not comply with service item collection on final descent.
6937	10/26/2018	Sent to ERC for review	TURBULENCE/OTHER - Conducted service in unsafe conditions
6938	10/28/2018	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/CABIN WALK THROUGH NOT COMPLETED - I failed to complete my pre-landing walk-through due to the short flight and cabin service duties.
6939	10/29/2018	Sent to ERC for review	TURBULENCE/OTHER - Due to the extremely short duration of the flight, service was begun while the aircraft was at an unsafe angle.
6940	11/4/2018	Sent to ERC for review	IEFB/MISSING IEFB - EFB mistakenly removed from AC
6941	11/3/2018	Sent to ERC for review	CABIN EQUIPMENT/COMMUNICATION SYSTEM - Boarded a dead airplane
6943	11/5/2018	Sent to ERC for review	IEFB/OTHER - Realized sled was missing
6944	11/3/2018	Sent to ERC for review	SECURITY/PAX MISCONDUCT (THREAT LEVEL) - Near altercation over open seating policy
6945	11/5/2018	Sent to ERC for review	OWWE/PAX BRIEFED AFTER TAKEOFF - Exit row briefing
6946	11/5/2018	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - I failed to tell the outbound flight attendants that a LEO was onboard as a thru passenger to DCA.
6947	11/5/2018	Sent to ERC for review	GROUND OPS COMMUNICATION/PROCEDURES/OTHER - Agent running jet bridge bumps plane
6948	11/4/2018	Sent to ERC for review	CABIN EMERGENCY/DECOMPRESSION - cabin decompression
6949	11/5/2018	Sent to ERC for review	ILLNESS\INJURY EVENTS/PASSENGER - Projectile Red Vomit all over Aft Galley
6950	10/30/2018	Sent to ERC for review	SECURITY/SECURITY CHECKS - THERE WAS A DISCREPANCY ON FLT ##### REGARDING THE SECURITY CHECK FORM.
6951	11/4/2018	Sent to ERC for review	IEFB/MISSING IEFB - Change aircraft and forgot my iPad on the plane. I found out I didn't have it after we close the door.
6952	11/5/2018	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Unable to complete pre-flight duties due to Ground Operations' noncompliance
6953	11/1/2018	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - Not in Boarding Position. Ops Agent boarded after being told we were not ready.
6954	11/6/2018	Sent to ERC for review	IEFB/NON-FUNCTIONING - iPad locked
6955	11/6/2018	Sent to ERC for review	OWWE/PREBOARD PAX OCCUPIED EXIT SEAT - Pre-board sat at the OWWE
6956	11/6/2018	Sent to ERC for review	IEFB/MISSING IEFB - getting iefb from lounge in BWI
6957	11/6/2018	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/ANNOUNCEMENTS/DEMO - I forgot to give the welcome opening announcement before the gate agent closed the forward entry door
6958	11/5/2018	Sent to ERC for review	SECURITY/PAX MISCONDUCT (THREAT LEVEL) - ABA Pax landed on my jumpseat protecting me from out of control pax
6959	11/7/2018	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT - I had belongings in an emergency compartment

6960	11/7/2018	Sent to ERC for review	IEFB/MISSING IEFB - Due to attending to multiple wheelchair pax, did liquor inventory during flight and discovered my iPad missing
6961	11/8/2018	Sent to ERC for review	BOARDING/FA NOT IN BOARDING POSITION - Left boarding position to use the bathroom to avoid accident.
6962	11/8/2018	Sent to ERC for review	AIRCRAFT DOOR\SLIDE\ARMING PROCEDURE - Door Arming Procedure
6963	11/8/2018	Sent to ERC for review	OWWE/OWWE BRIEFING NOT DELIVERED AT ALL - Forgot to brief exit row

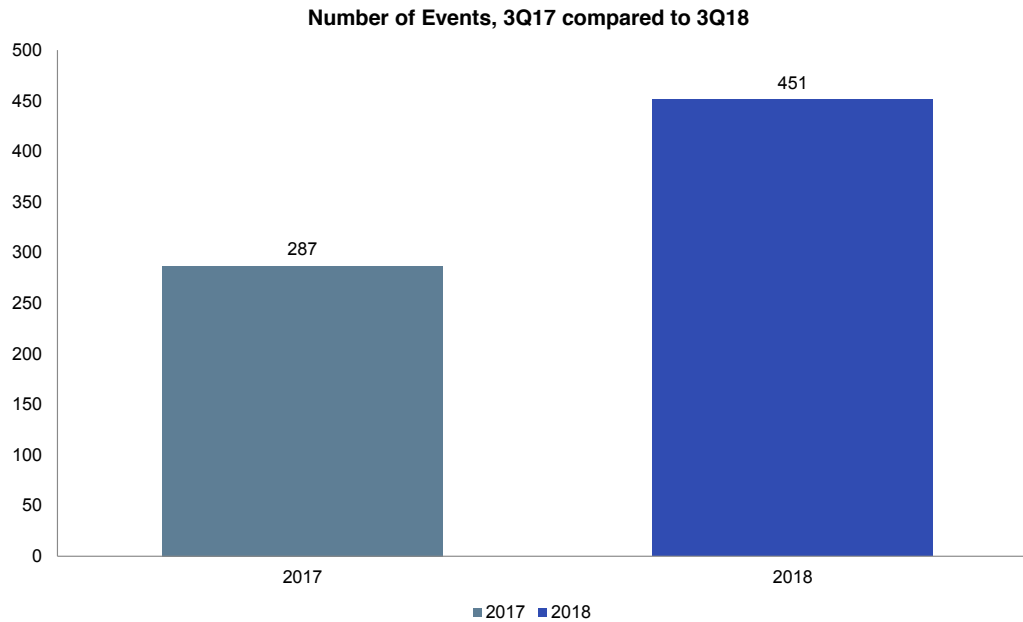
ASAP Reports received 2018 Year-to-Date:	1570
Accepted Reports Year-to-Date:	1369
Excluded Reports to date:	29
Open Reports:	80
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	8308

Inflight ASAP Quarterly Report 3Q18:

Growth of the program



Growth of the program, continued



Growth of the program, continued

ASAP Report Growth				
Year	Jul	Aug	Sep	% of Change
2016	80	80	94	
2017	99	105	83	
2018	174	146	133	
2017 Growth	24%	31%	-12%	14%
2018 Growth	76%	39%	60%	58%

ASAP Report Growth, Less IEFB Reports				
Year	Jul	Aug	Sep	% of Change
2016	80	80	94	
2017	92	93	70	
2018	137	108	100	
2017 Growth	15%	16%	-26%	2%
2018 Growth	49%	16%	43%	36%

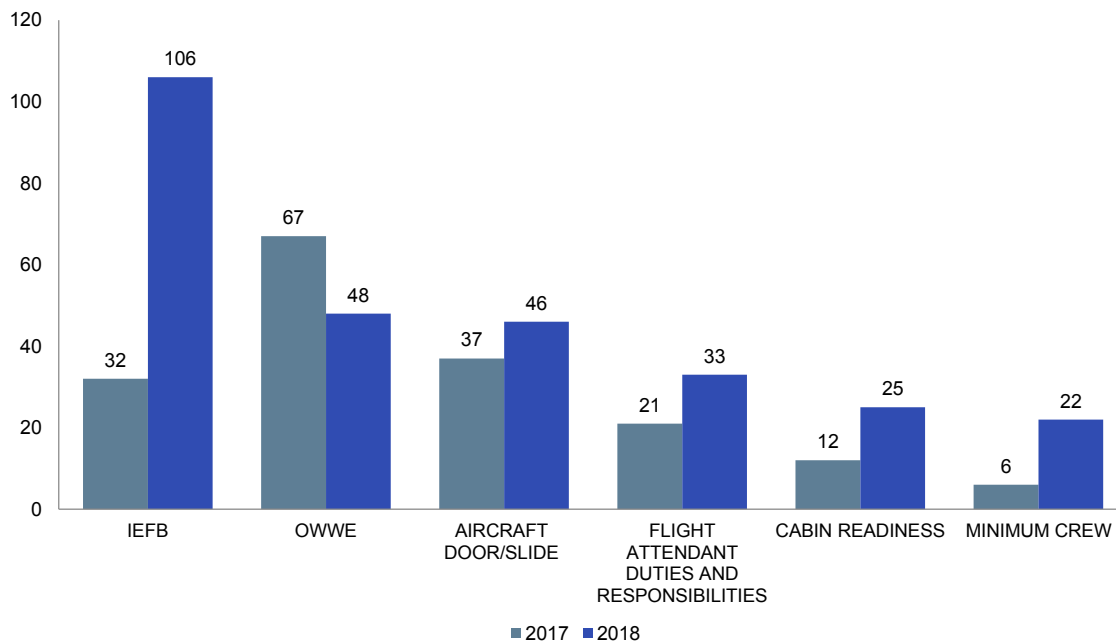
Growth of the program, continued

ASAP Report Growth													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% of Change
2016	54	64	58	78	62	90	80	80	94	78	68	88	
2017	64	75	94	80	78	84	99	105	83	84	81	108	
2018	113	93	122	117	145	130	174	146	133				
2017 Growth	19%	17%	62%	3%	26%	-7%	24%	31%	-12%	8%	19%	23%	18%
2018 Growth	77%	24%	30%	46%	86%	55%	76%	39%	60%				55%

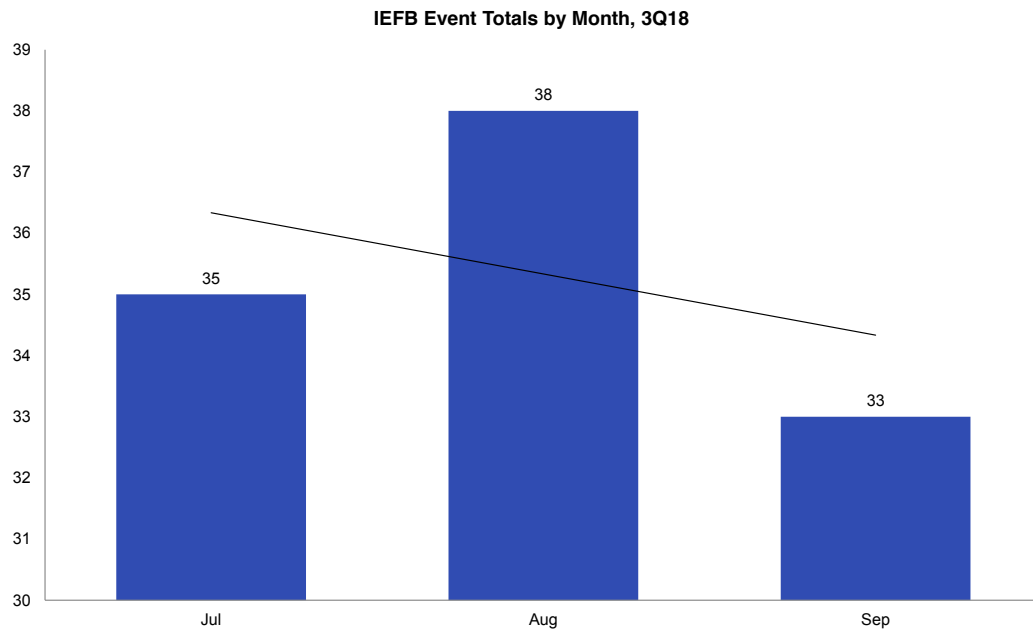
ASAP Report Growth, Less IEFB Reports													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% of Change
2016	54	64	58	78	62	90	80	80	94	78	68	88	
2017	60	68	89	75	71	77	92	93	70	78	70	91	
2018	88	63	82	90	101	105	137	108	100				
2017 Growth	11%	6%	53%	-4%	15%	-14%	15%	16%	-26%	0%	3%	3%	7%
2018 Growth	47%	-7%	-8%	20%	42%	36%	49%	16%	43%				26%

Taxonomy of reported events

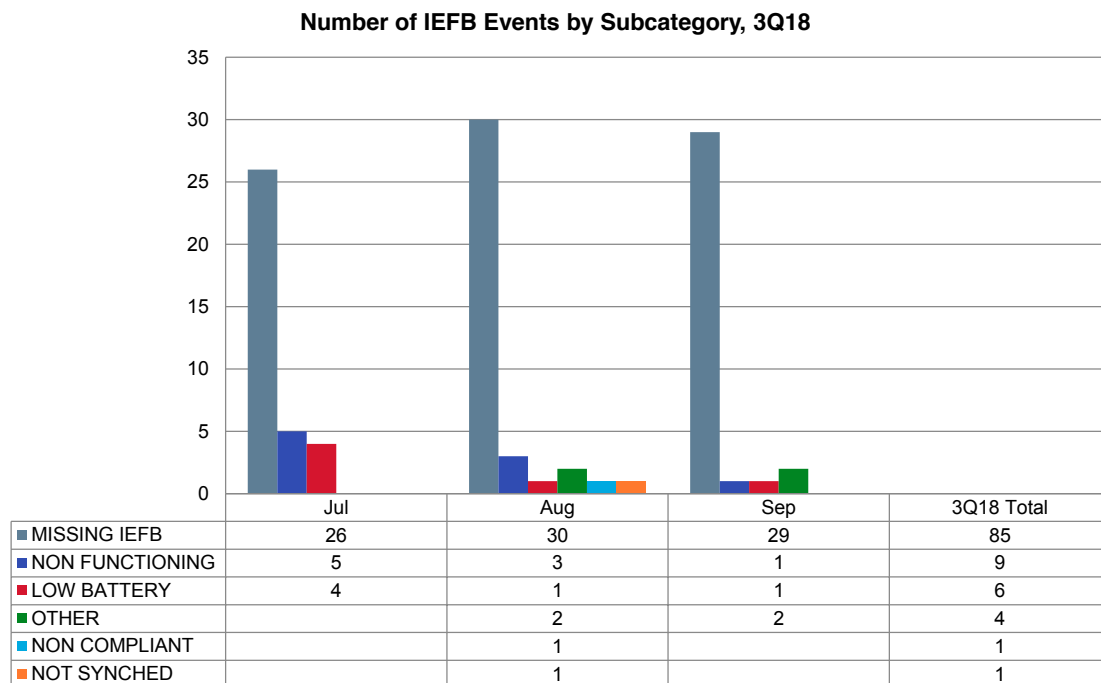
Top 6 Categories, 3Q17 compared to 3Q18



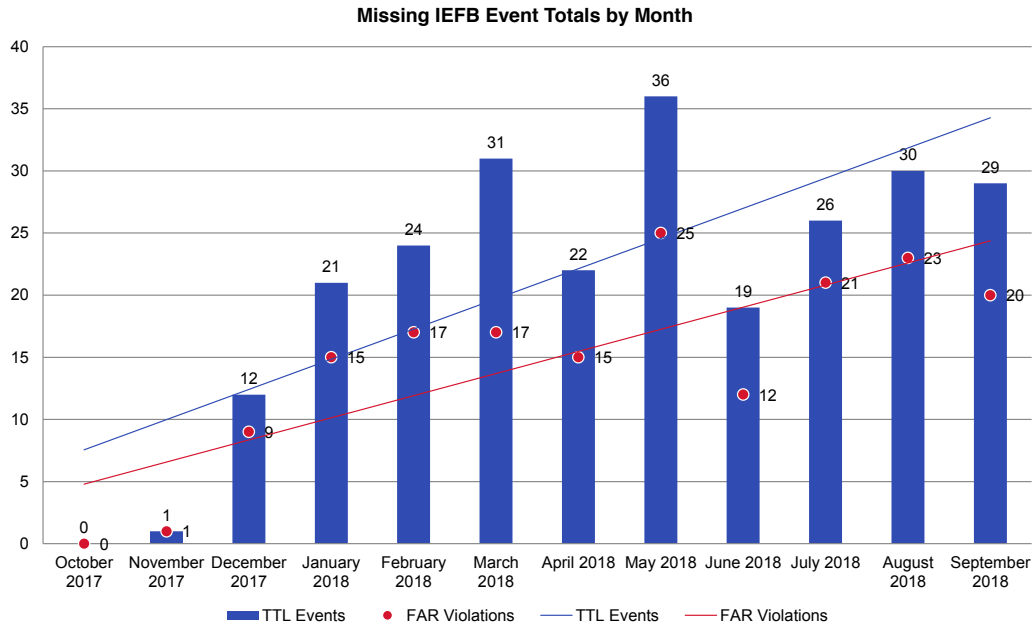
Taxonomy of reported events, continued



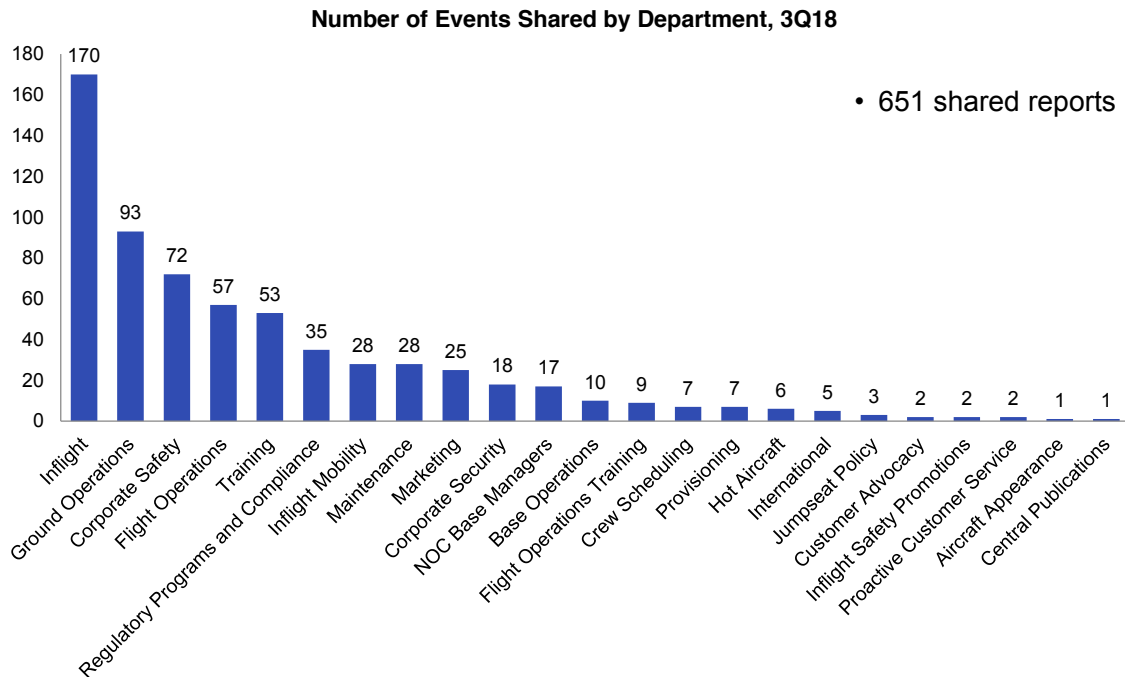
Taxonomy of reported events, continued



Taxonomy of reported events, continued



Referrals to other departments



Promotional activities

- DAL, 1AUG (External)
 - Participated in the Safety Fair coordinated by the Dallas Inflight Base
- InfoShare, 18-20SEP (Internal)
 - Participated and attended the Aviation Safety InfoShare conference
- OAK Safety Fair, 20SEP (External)
 - Participated in the Safety Fair coordinated by the Oakland Station
- Root Cause Analysis Training, 25SEP (Internal)
 - Participated in a class based on SMM content



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Publications

- ASAP Voice, 27SEP
 - Articles and shared reports focusing on accessing the flight deck, missing IEFBs and a heads up on future promotion activities

ASAP VOICE
September 2018

In this edition

Articles

- Accessing the flight deck
- Come out and meet us!
- Don't board without it!

De-identified reports

- Flight deck access
 - Passenger in the lavatory
 - Non-compliance
 - IEFB
 - Boarding without an IEFB

Event Review Committee

Michelle Moore, TWU Primary
Jannah Dalia, TWU Alternate
Michael Masson, TWU Alternate
Theresa Moore, FAA Primary
Marie Whitworth, FAA Alternate
Dorine Zurrigen, FAA Alternate
Jamie Dotson, SSWA Primary
Karl Kiesel, SSWA Alternate
Danni Asbury, SSWA Alternate
Corey Chestnut, ASAP Manager

Flight deck access

Passenger in the lavatory

Narrative: During the flight we were called by our pilots to come out for a break. The lavatory was occupied at the time, but once the gentleman came out, I called the pilot and said he could come out... I entered into the flight deck. Once I came out, the B-FA informed me that the pilot had unlocked the lavatory door and found a woman still in the lavatory. I did not see anyone else go into the lavatory once the gentleman exited the lavatory prior to the pilot coming out for a bathroom break.

Flight Attendant Recommendation: I think it would be helpful if both FA's double check the lavatories before letting the pilots come out for break.

Flight deck access

Non-compliance

Narrative: C-FA was in flight deck. B-FA called flight deck on interphone to let the C-FA know we were about to start water service approximately one hour before landing. I happened to be standing at the middle of the aisle still in the clear zone when the flight deck door opened and the C-FA quickly came out of the flight deck. I told her I was not aware she was coming out. She said B-FA had called up there, so she thought we were ready for her to come out. I called and spoke to B-FA concerning the incident. The 3 of us then got together right away to talk about what went wrong and how to prevent this in the future.

Flight Attendant Recommendation: We talked about the fact that if we call the flight deck to let them know we are ready for someone to come out of the flight deck we need to be at the forward interphone when we call or, be sure to tell pilots "do not open the door, I will call back when we are in place".

Submit an ASAP Report: SSWA/ILife/My Work/Inflight/Inflight-Crew Member Tools/ASAP or ASAP Hotline: 866-231-8338

ASAP VOICE
September 2018

Come and meet us!

Narrative: Last month, part of your ERC traveled to Dallas to chat about ASAP at the Base's Safety Fair! We enjoyed the chance to speak with you about the program and hand out some of our goodies. We sincerely appreciate you taking the time to chat with us and we hope to be able to do this more often in the future! We love having these opportunities to answer any and all questions you have about the program and so that you can get to know the individuals who make up your ASAP team!

We hope to meet you and chat about ASAP at the upcoming Base events:

LAS VEGAS on Thursday, October 18
PHOENIX on Friday, November 9

IEFB

Boarding without an IEFB

Narrative: While getting on the plane, I have a habit to always get the IEFB set up and ready before boarding. That was when I realized that I left my IEFB on the plane I just got off, but the plane was already gone with my IEFB on it. I notified the Captain right away and the Agents. Because it was the first time this happened to me, we didn't know that we couldn't board without an IEFB. All I wanted was to get our plane off the gate as soon as possible. So I told agent let's not waste more time, let's board the plane so when we get the paper manual we will be ready to go. I didn't know that I was causing a violation. All I wanted was to get the plane up in the air as soon as possible so I would not inconvenience the passengers even more. It was an honest mistake. Lesson learned. I will make sure that I will pay more attention in the future.

Flight Attendant Recommendation: I will make sure I pay more attention and I will educate my coworkers so everybody is aware, in case this happens to them in the future.

Submit an ASAP Report: SSWA/ILife/My Work/Inflight/Inflight-Crew Member Tools/ASAP or ASAP Hotline: 866-231-8338

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Recommendations

- Removal of the requirement to deplane Unaccompanied Minors first, 13SEP
 - Reviewed at System Assessment on 11OCT
 - More data requested before proceeding to Assurance Review Meeting

Inflight ASAP ERC Recommendations, 13SEP18

The Inflight Aviation Safety Action Program Event Review Committee submits the following recommendation for your consideration and comment.

Removal of the requirement to deplane Unaccompanied Minors first.

Current state

- FAM-Customer Care-4.6.0 Unaccompanied Minors (UM)
 - UMs deplane first.
- FAM-Customer Care-4.8.0 UM Procedures
 - 14. Deplane the UMs first

Between January 2018 and August 2018, the ERC has received 15 reports of Flight Attendants encountering challenges with delivery of the Unaccompanied Minor procedures outlined in the FAM. The ERC believes that when a Flight Attendant is required to immediately deplane an Unaccompanied Minor first, it constitutes as an additive condition and creates additional task load. The current state procedure requires a Flight Attendant to be cognizant of the Unaccompanied Minor's location in the cabin and strategize how to ensure they deplane first, which creates distraction at a critical moment when the Flight Attendant needs to be focused on door disarming procedures. In addition, facilitating the Custody Transfer during general deplaning allows for errors in the process. Our Customers often deplane with urgency, which lends itself to a hectic environment in the gate area while trying to keep control of one or more Unaccompanied Minors which contributes to stress. These factors increase risk and decrease performance, placing the Flight Attendant in the Yellow of Risk Resource Management.

The ERC believes fewer distractions, and ultimately less risk, would be associated with the process if Unaccompanied Minors deplaned last. This would allow Flight Attendants to focus on door disarming procedures and ensure a calmer Custody Transfer.

Recommendation

- Removal of the requirement to deplane Unaccompanied Minors first.

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 10/11/18 through 11/11/18 = 267
Emergencies Declared for Period = 14

2018 Year-to-Date = 2027

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

10/11/18 through 11/11/18 = 5

2018 Year-to-Date = 461

2017/2018 Year-over-Year Comparative = +66 (+14.32%)

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

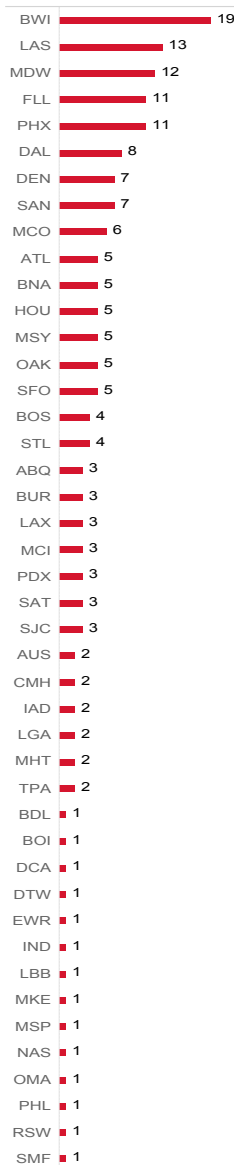
All of 2016 = 535 = 32% Decrease Year-over-Year

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 24SEP18-30SEP18:

Hot Aircraft Overview 10.29.2018 - 11.04.2018

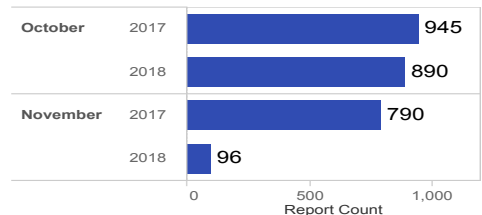
Hot AC Total by City



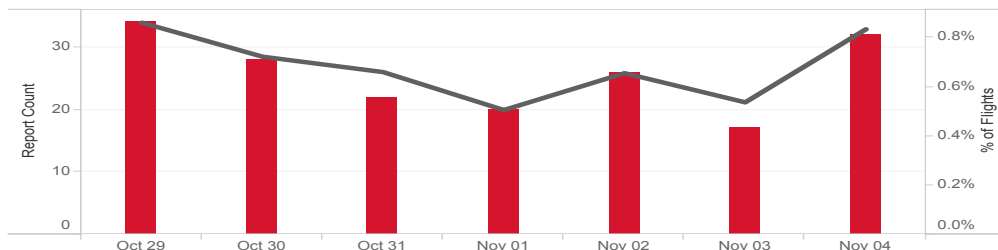
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	10/22/2018	10/29/2018	10/22/2018	10/29/2018
ACARS	162	179		10.49%
IF SOPI	1		-100.00%	
Inflight Form	2		-100.00%	
Grand Total	165	179		8.48%

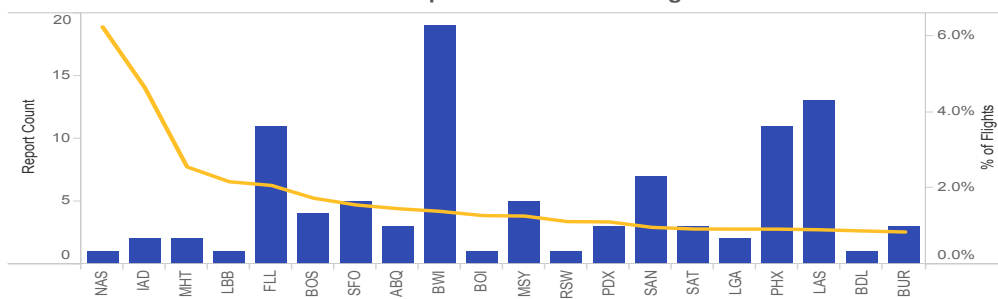
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



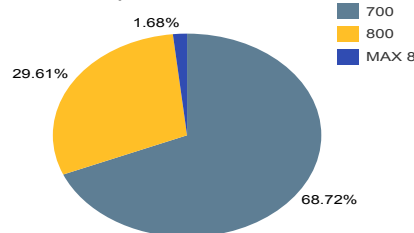
Stations - Top 20 Based on % of Flights



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	123	0.63%
800	53	0.92%
MAX 8	3	0.44%

**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

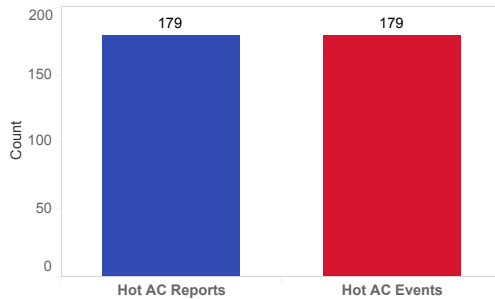
AC Number	
7869	5
937	4

Gates with three or more reports

Station	Gate
SAN	2
	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.

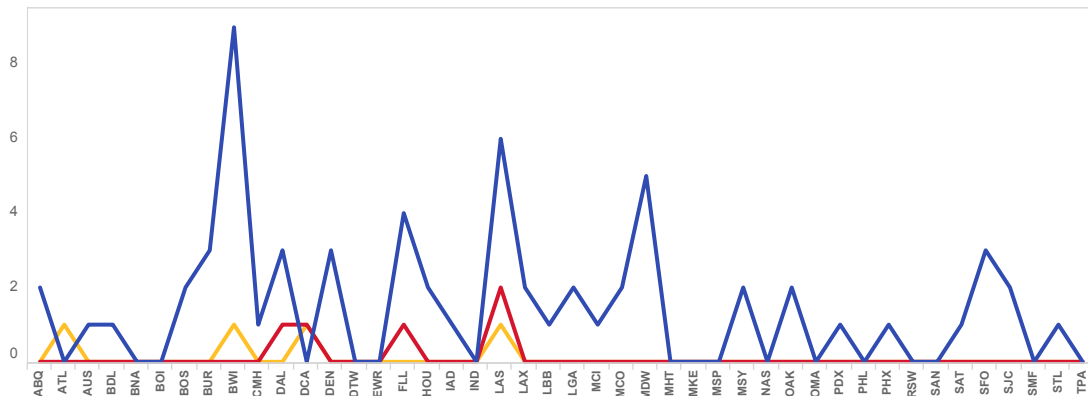


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	10/22/2018	10/29/2018
% Air Not Connected	36.42%	35.75%
% Ops Agent Not Present	2.47%	2.79%
% Ramp Agent Not Available	4.32%	2.23%



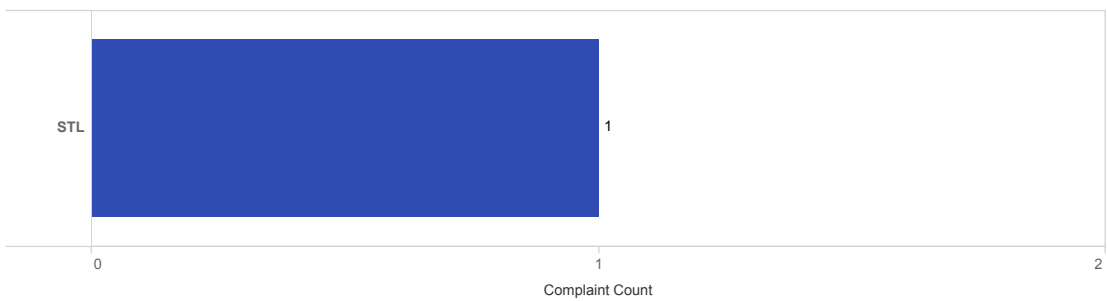
Good Job ACARS

Date	Flight Number	Station	Message
11/1/2018	458	PHX	NICE WORK
11/3/2018	1073	ATL	NICE JOB
		STL	NICE

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 10/29/18 to 11/04/18

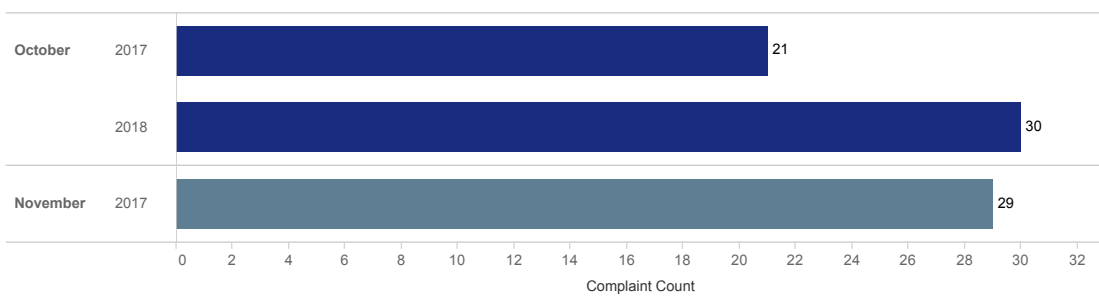
Pax Complaints by Originating City



Pax Complaints by day

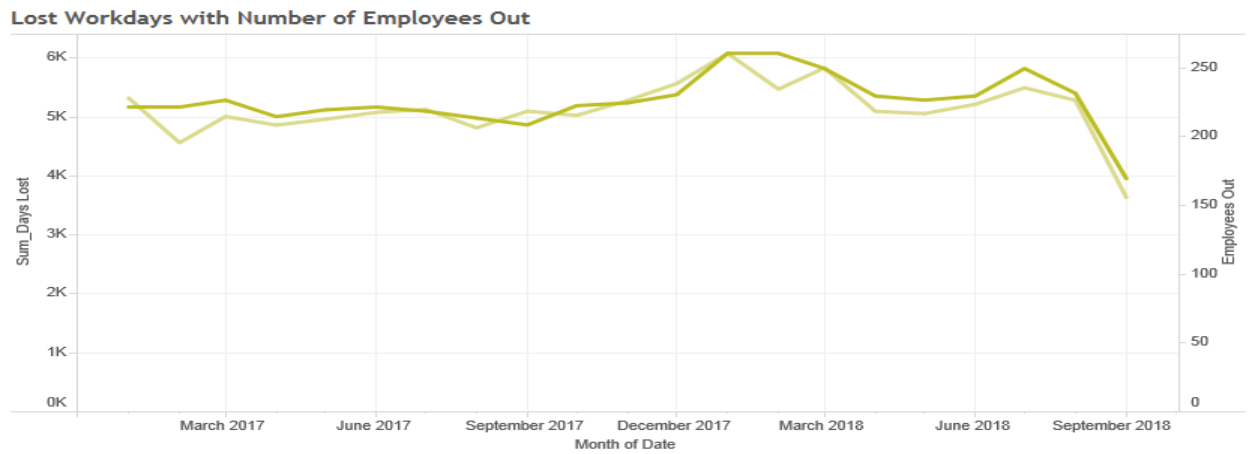


Year over Year Customer Complaints

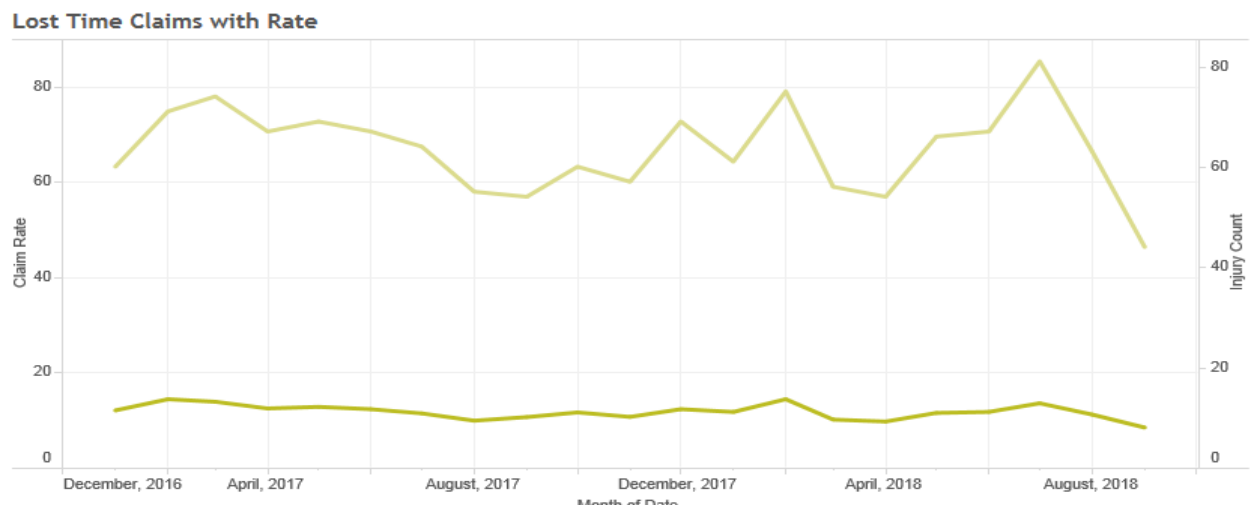


Current Occupational Injury Data:

Lost Workdays



LTCR



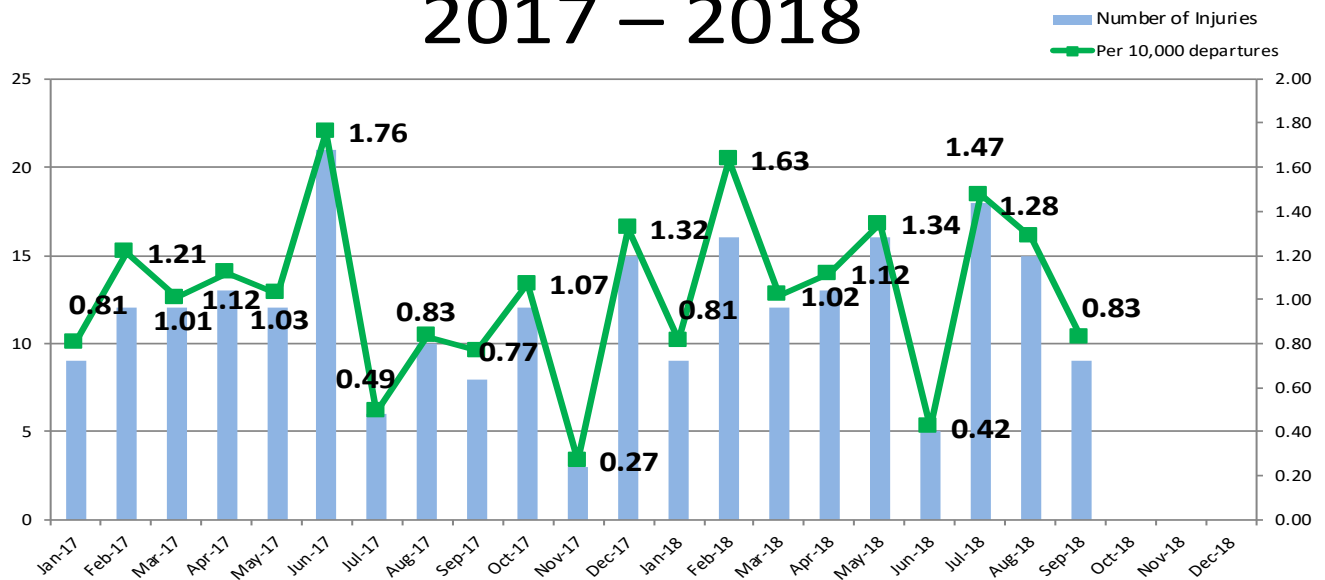
Cause (Inflight)

Cause Category	2016	2017	2018
Struck by/Against	453	516	376
Slip/Trip/Fall	274	254	229
Other	170	240	179
Carrying/Lifting	195	199	134
Pushing/Pulling	121	106	106
Other	0	0	1
Slip/Trip/Fall	0	0	1

OSHA Recordable (Inflight)

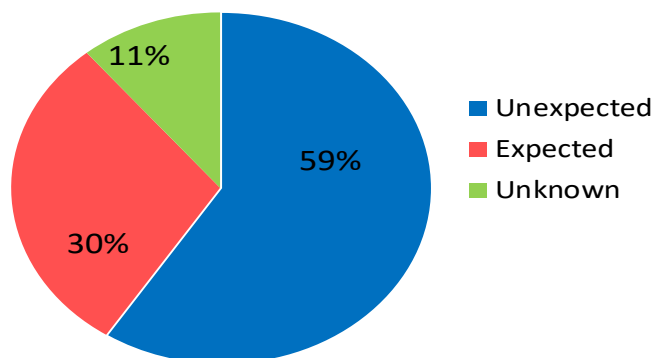
	Date Reported / OSHA Recordable					
	2016		2017		2018	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
Jan	54	60	69	70	72	67
Feb	60	53	62	75	60	82
Mar	74	69	71	74	76	63
Apr	54	81	82	69	83	56
May	65	71	73	74	85	77
Jun	62	72	72	77	78	68
Jul	53	60	79	69	97	87
Aug	67	72	73	66	94	76
Sep	52	52	54	62	60	51
Oct	46	66	66	69	0	0
Nov	57	61	73	53	0	0
Dec	74	70	77	69	0	0

Flight Attendant Turbulence Injuries: 2017 – 2018

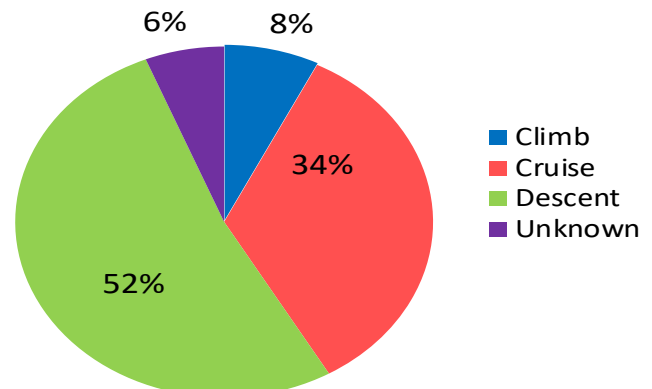


Turbulence Injuries Overview: January 2017-September 2018

Flight Attendants Advised
of Turbulence



Phase of Flight



Open Discussion Items:

- OSHA 300 Log Email Distribution to DEBM's

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

A4A – Cabin Air Quality Task Group Meeting 01NOV18

Working Groups

- Evaluation
- Prevention
- Detection
- Mitigation

FAA Reauthorization Act of 2018, Section 326

- Educational Materials – Within 1 year
- Reporting of incidents of smoke or fumes on board aircraft – Not later than 180 days
- Research to develop techniques to monitor bleed air quality – Not later than 180 days
- Report required – Not later than 18 months
- Pilot program

“ICAO AC 344”

Mitigation Team Update

- Look Ahead
 - Complete review of comments (Dec 2018)
 - Send out for final review (Q1 2019)
 - Working Group presentation to Task Group for acceptance / endorsement (Q1 2019)
- Follow On (Beginning Q1 2019)
 - Education – Also identified under FAA Reauthorization Bill for FAA
 - Training
 - Reporting – Also identified under FAA Reauthorization Bill for FAA
 - ICAO Cir 344 Harmonization

Detection Team Update

- Find existing air sensing products and cabin air quality research

- Identify providers / researchers who can develop solutions for Aviation Industry
 - To Identify
 - What are the contaminants
 - To Develop
 - Onboard Detection and Measurement Devices per SAE AC9M Standards
 - Aerotracer by Airsense Analytics GmbH
 - PALL Aerospace (Cabin Air Quality Sensor (CAQS – MK1)
 - Other Studies/Technologies/Sensor Companies???
 - To Achieve

Design Consideration Team Update

- Progress since 24JUL18 CAQTG MTG
 - Refinement of SDR database as a usable tool
- Telecon 16OCT18
 - All industry constituents represented (airlines, OEMs, Labor)
 - Looked at data for ATA 21 and 49 primarily
 - Called for more info/second look at “Cause Unknow” cases
 - OEMs asked for data (supplied)
 - Discussion of “rapid air exchange” in future designs
 - Open questions: duct cleaning procedures and reporting forms

Extended-range Twin-engine Operational Performance Standards (ETOPS) Update:

Internal tabletops – 16 flight attendants (4 crews) participate to practice/prepare for the FAA tabletops (Week of 13NOV18).

FAA tabletops- 4 flight attendants (1 crew) will be chosen to participate in this exercise based on performance at internal tabletops (Tentatively set for 26NOV18).

Validation flights – Dates are yet TBD. The same 16 flight attendants that participated in the internal tabletops will crew our validation flights.

Scheduled and Standing Meetings:

November 9, 2018 – ASAP/PHX Safety Fair

Tuesday November 13, 2018 through Thursday November 15, 2018 – WN1380 Accident NTSB Public Hearing

December 7, 2018 – A4A Cabin Air Quality Mitigation Working Group Telecon to Continue Review of Recommended Practices

November 26, 2018 – Monthly Health and Safety Coordination (HASC) Meeting