



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: June 10, 2019
Re: June 2019 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 - 40

ID	Event Date	Status	Summary
8297	5/10/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE\ARMING PROCEDURE - arming fwd service door with my foot
8332	5/15/2019	Sent to ERC for review	BOARDING/AGENT INITIATED BOARDING WITHOUT CREW COORDINATION - OOS agent failed to follow SWA policies and FAR's
8350	5/14/2019	Sent to ERC for review	TURBULENCE/OTHER - Failure to complete full service on short flight.
8397	5/24/2019	Sent to ERC for review	IEFB/MISSING IEFB - Left EFB on AC. Mechanical, unscheduled AC swap
8434	5/30/2019	Sent to ERC for review	IEFB/MISSING IEFB - B Flight Attendant left iPad on previous flight.
8446	5/31/2019	Sent to ERC for review	IEFB/LOW BATTERY - iPod was not charged enough.
8470	6/2/2019	Sent to ERC for review	CABIN EQUIPMENT/COMMUNICATION SYSTEM - Medical emergency and use of the headset was difficult to transmit
8471	6/3/2019	Sent to ERC for review	POTENTIAL INJURY HAZARD/OTHER - Beer and wine kits full of water.
8472	6/2/2019	Sent to ERC for review	OWWE/OTHER - Unable to complete OWWE briefing in timely manner due to the "As" lengthy opening PA.
8473	6/3/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Safety

8475	6/3/2019	Sent to ERC for review	CABIN EQUIPMENT/EMERGENCY EQUIPMENT - ON ALL 737-800 SERIES EMERGENCY DEMO EQUIPMENT NOT SECURED IN BRACKETS.
8476	6/3/2019	Sent to ERC for review	MINIMUM CREW/BOARDING - use of cell phone to call NOC
8477	6/4/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Passenger said aircraft was too cold, I called Captain to turn the heat on and he responded by turning the heat on.
8478	6/5/2019	Sent to ERC for review	SPECIAL PAX/UMs - Unaccompanied minor left aircraft without my supervision
8479	6/5/2019	Sent to ERC for review	IEFB/NOT SYNCHED - IEFB Sync
8481	6/5/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/OTHER - Forgot my passport at home.
8482	6/1/2019	Sent to ERC for review	MINIMUM CREW/THROUGH FLIGHT - 1thru stay on board the ac 2 FA arrived. 1FA came on board and I got off. We than waited up top of Jetbridge for 3rd FA
8483	6/3/2019	Sent to ERC for review	PREFLIGHT DUTIES/EQUIPMENT CHECKS - Failure to check OWWE
8484	6/5/2019	Sent to ERC for review	SECURITY/SECURITY CHECKS - My plane was being boarded before I got to it by 2 DH FAs and another unknown FA. No security checks were done prior.
8485	6/5/2019	Sent to ERC for review	UNSAFE ACTIVITY/OTHER - Assisting a single mom with her child while the seat belt sign was on
8486	6/5/2019	Sent to ERC for review	OWWE/PREBOARD PAX OCCUPIED EXIT SEAT - Customers in 11c and 11b pre-boarded and moved when general boarding started.
8487	6/6/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - Utilizing phone during critical phase of flight
8488	6/6/2019	Sent to ERC for review	GROUND OPS COMMUNICATIONPROCEDURES/CARRYON BAG POLICY NOT ENFORCED - multiple pax had more than 2 bags
8489	6/4/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - Using my tablet below 10,000 ft
8490	6/4/2019	Sent to ERC for review	FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES/USE OF ELECTRONIC DEVICE - I was checking my phone and didn't realize we were under 10,000 feet
8491	6/5/2019	Sent to ERC for review	TURBULENCE/OTHER - service on a full 42 min flight with light turbulence unsafe
8492	6/6/2019	Sent to ERC for review	OWWE/PAX BRIEFED AFTER TAKEOFF - Briefed pax in full overwing. Pax moved. Noticed when taking drink orders.
8493	6/6/2019	Sent to ERC for review	IEFB/MISSING IEFB - IEFB unavailable for duty
8494	6/6/2019	Sent to ERC for review	OWWE/PETS IN OWWE - Woman would not keep pet contained in bag under seat.
8496	6/6/2019	Sent to ERC for review	IEFB/LOW BATTERY - iPad low battery during gate check after updating
8497	6/5/2019	Sent to ERC for review	FATIGUE/OTHER - Fatigue
8498	6/6/2019	Sent to ERC for review	IEFB/LOW BATTERY - EFB battery dropped to 58%. Tablet battery was charged overnight. During supervisor gate inspection, continued problems

8499	6/6/2019	Sent to ERC for review	GROUND OPS COMMUNICATION PROCEDURES/CARRY ON BAG POLICY NOT ENFORCED - Excess carry on
8500	6/5/2019	Sent to ERC for review	SECURITY/FLIGHT DECK ACCESS PROCEDURES - Procedures for opening and closing flight deck door
8502	6/7/2019	Sent to ERC for review	AIRCRAFT DOOR\SLIDE/ARMING PROCEDURE - Pushback
8503	6/6/2019	Sent to ERC for review	ILLNESS\INJURY EVENTS/CABIN CREW - stepped away from boarding position
8504	6/7/2019	Sent to ERC for review	IEFB/LOW BATTERY - I did not have my manual at 90 percent when I got on the airplane
8505	6/8/2019	Sent to ERC for review	IEFB/LOW BATTERY - iPad not charged to 90 percent
8506	6/7/2019	Sent to ERC for review	IEFB/LOW BATTERY - Manual not updated. Flight boarded with security check complete. I signed paper work not knowing I was illegal
8507	6/7/2019	Sent to ERC for review	IEFB/LOW BATTERY - IEFB not at minimum charge

ASAP Reports received 2019 Year-to-Date:	1133
Accepted Reports Year-to-Date:	769
Excluded Reports to date:	20
Open Reports:	6
ASAP Reports received 2018 Year-to-Date:	1716
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	8391

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 3/8/19 through 4/12/19 = 667
 Emergencies Declared for Period = 44

2019 Year-to-Date = 1577
 All of 2018 = 2462
 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

04/12/19 through 06/10/19 = 38

2019 Year-to-Date = 44

2018/2019 Year-over-Year Comparative = -63 (58.88% Decrease Year-over-Year)

All of 2018 = 460 = **13.9% Increase Year-over-Year**

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

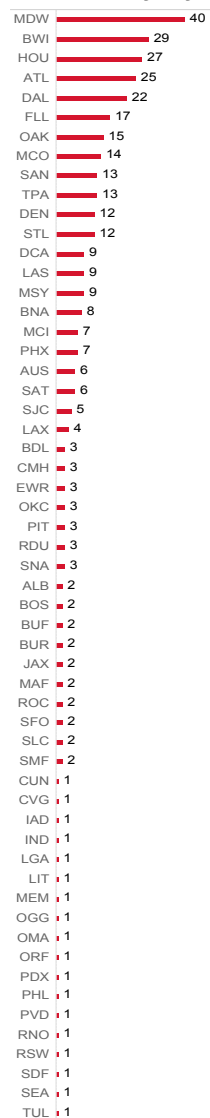
All of 2016 = 535 = **32% Decrease Year-over-Year**

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 27MAY19-02JUN19:

Hot Aircraft Overview 05.27.2019 - 06.02.2019

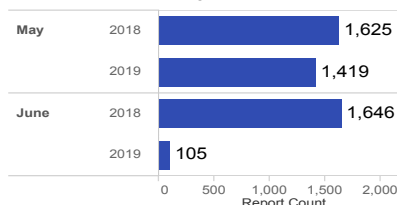
Hot AC Total by City



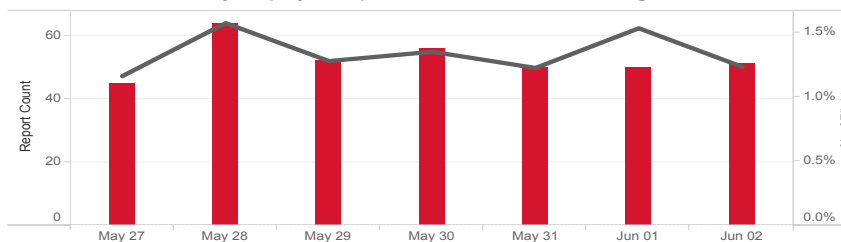
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	5/20/2019	5/27/2019	5/20/2019	5/27/2019
ACARS	320	348		8.75%
IF SOPI		1		
Inflight Form	15	19		26.67%
Grand Total	335	368		9.85%

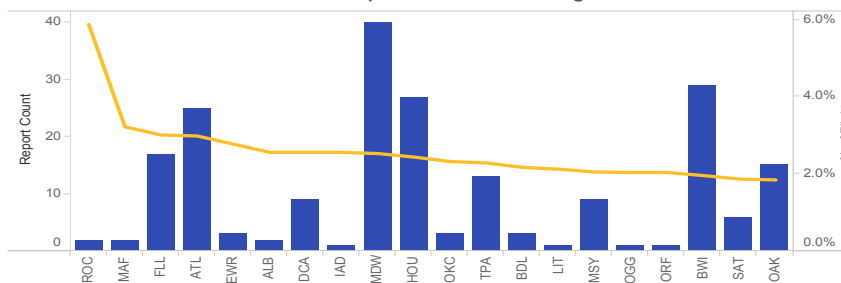
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



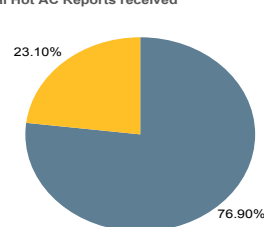
Stations - Top 20 Based on % of Flights



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	283	1.43%
800	85	1.38%

**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

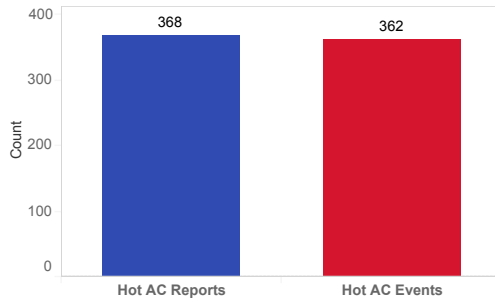
AC Number	
473	6
757	5
263	4
498	4
559	4
563	4
704	4
900	4
919	4
937	4
7725	4

Gates with three or more reports

Station	Gate	
ATL	C10	6
DAL	16	3
	20	3
FLL	B8	4
BWI	A6	3
DCA	6	3
TPA	C43	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.

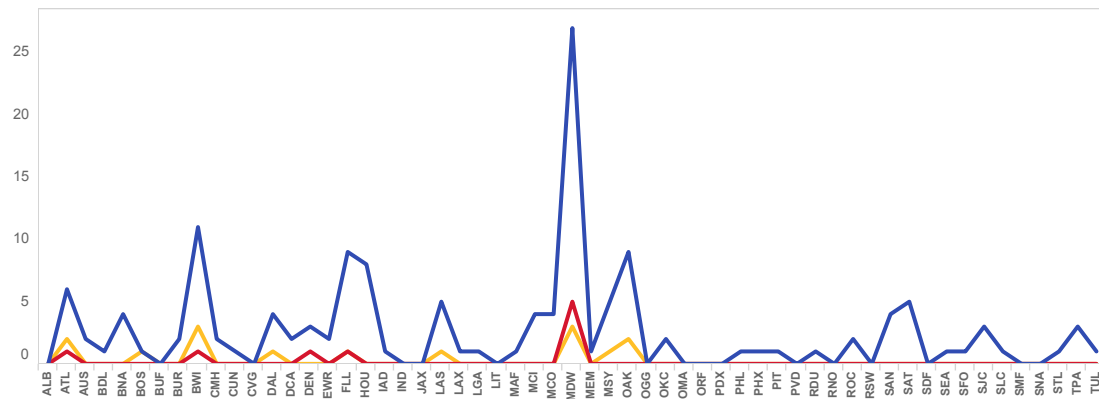


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	5/20/2019	5/27/2019
% Air Not Connected	36.56%	41.67%
% Ops Agent Not Present	3.44%	2.59%
% Ramp Agent Not Available	7.81%	4.31%



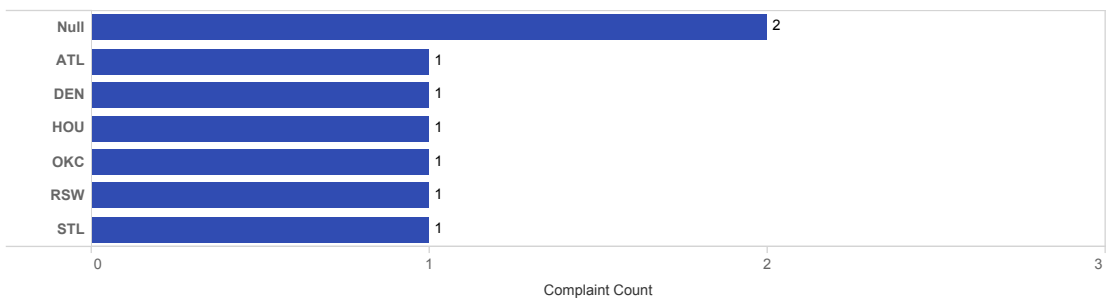
Good Job ACARS

Date	Flight Number	Station	Message
5/27/2019	5350	FLL	AIR OUT GREAT JOB OPS
5/30/2019	1574	RNO	GREAT STATION
5/31/2019	621	PHX	NICE HUSTLE
	804	SAN	EXCELLENT STATION

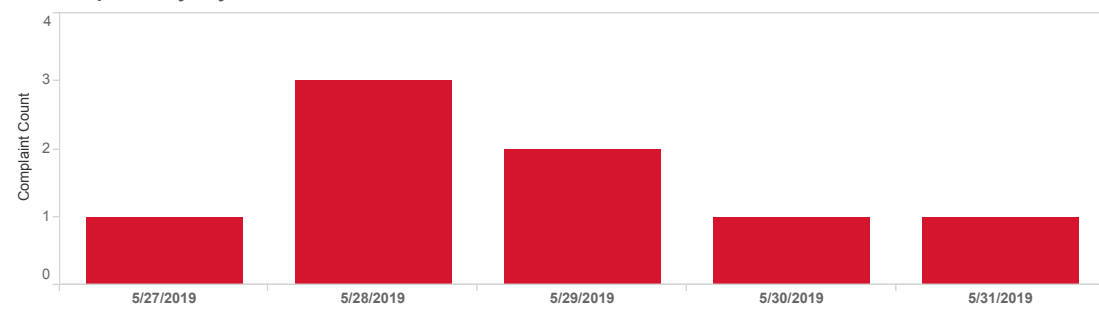
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 05/27/19 to 06/02/19

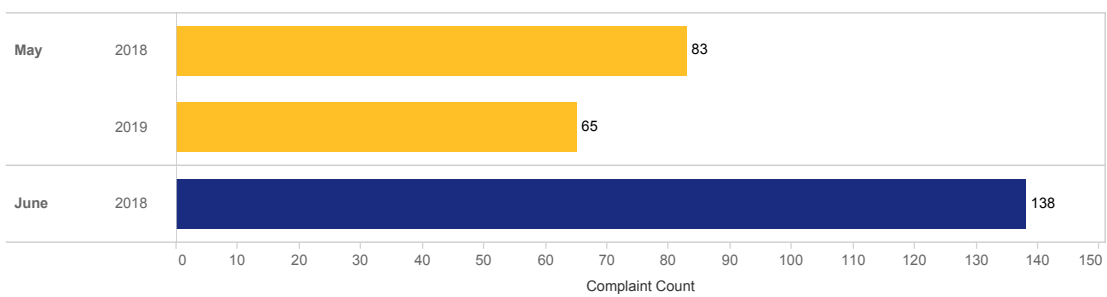
Pax Complaints by Originating City



Pax Complaints by day

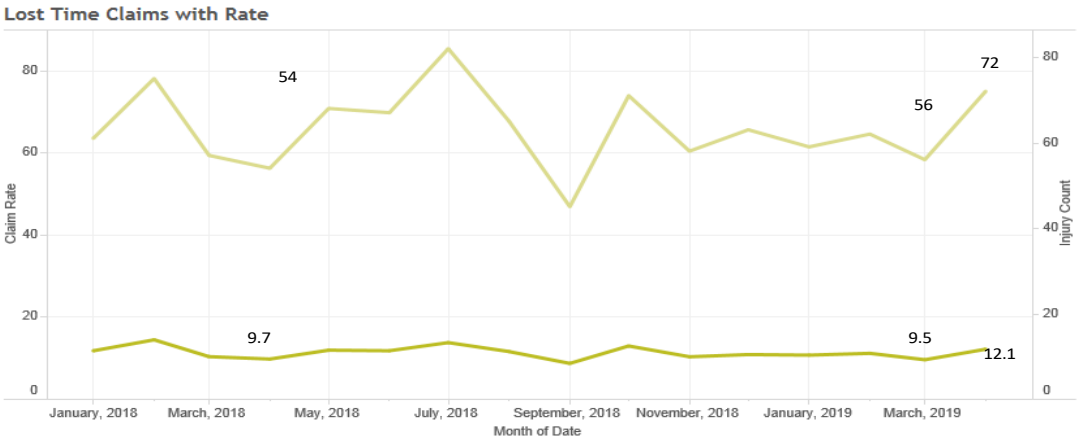


Year over Year Customer Complaints

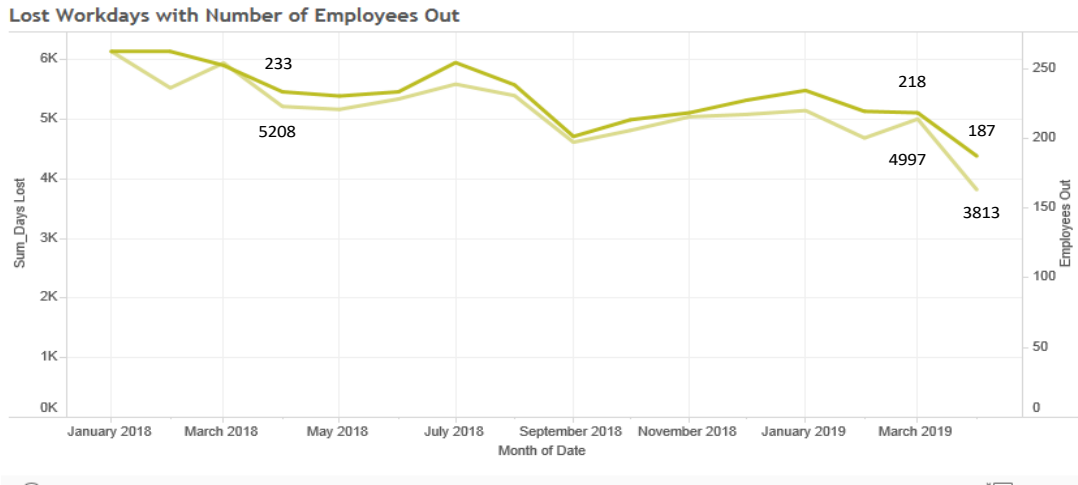


Current Occupational Injury Data:

LTCR



Lost Workdays



OSHA Recordable (Inflight)

	Date Reported / OSHA Recordable					
	2017		2018		2019	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
Jan	69	70	72	67	83	67
Feb	62	75	59	83	82	64
Mar	71	74	73	67	90	67
Apr	82	69	83	56	78	70
May	73	74	85	78	0	0
Jun	72	77	77	69	0	0
Jul	79	69	95	89	0	0
Aug	73	66	95	75	0	0
Sep	53	63	60	53	0	0
Oct	66	69	85	83	0	0
Nov	73	53	79	59	0	0
Dec	77	69	78	67	0	0

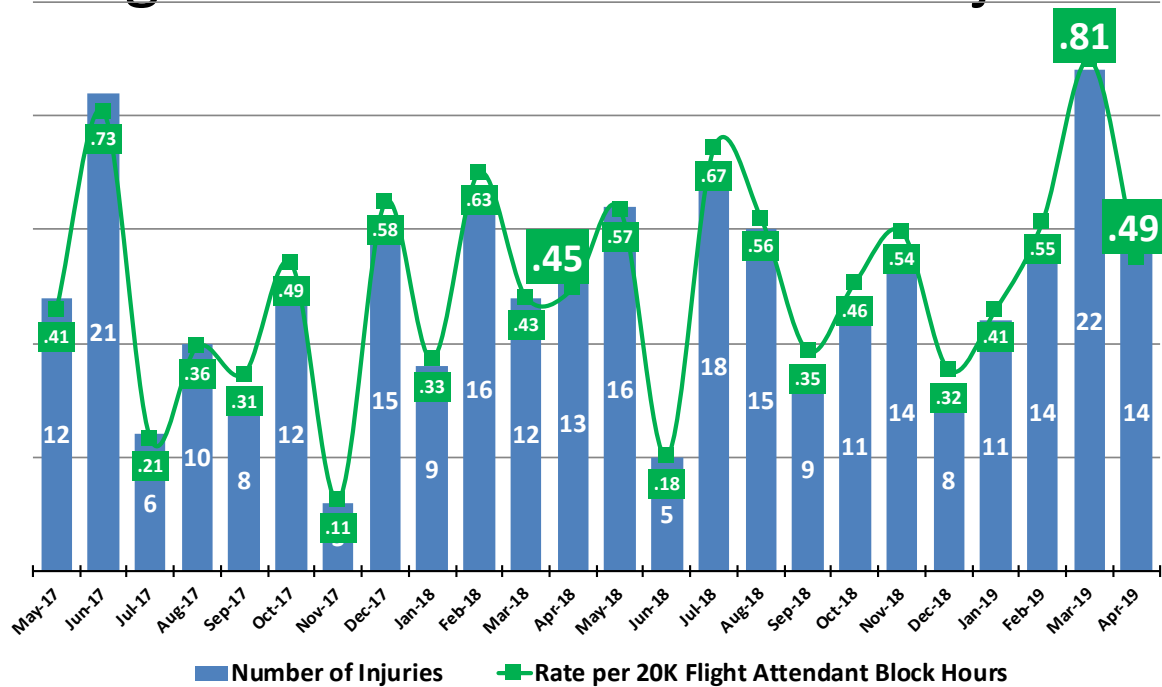
Cause

Injuries By Cause General and Cause Specific

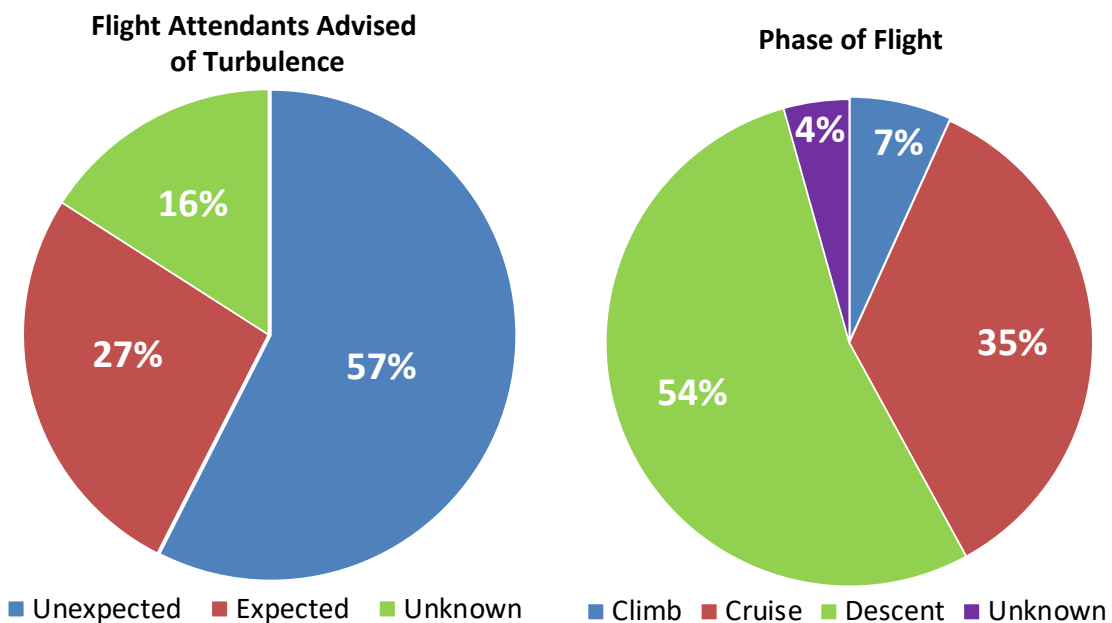
Top Cause N	25	Top Cause Specific	150
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Cause General	2017	2018	2019
Struck by/Against	516	483	154
Slip/Trip/Fall	254	309	91
Other	240	253	118
Carrying/Lifting	199	190	55
Pushing/Pulling	106	131	41
Weather	48	58	25
Caught In/Between	47	46	17
Collision	41	38	24
Null	18	28	8
Animal/Insect	18	27	3
Strain	37	45	13
Contact with object	38	40	15
Cut/Puncture	29	47	7

Flight Attendant Turbulence Injuries



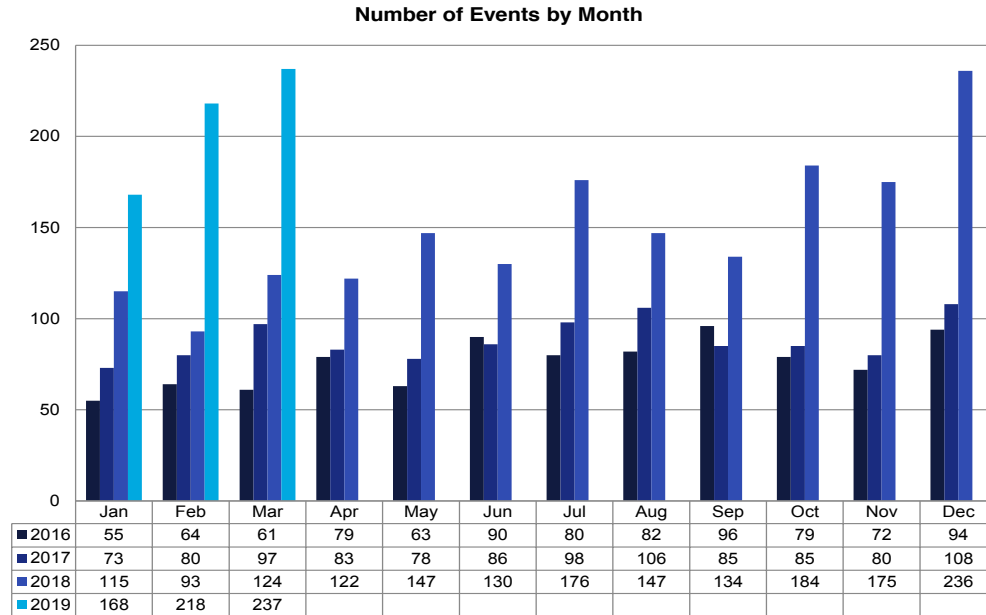
Turbulence Injuries Overview: January 2018 - April 2019



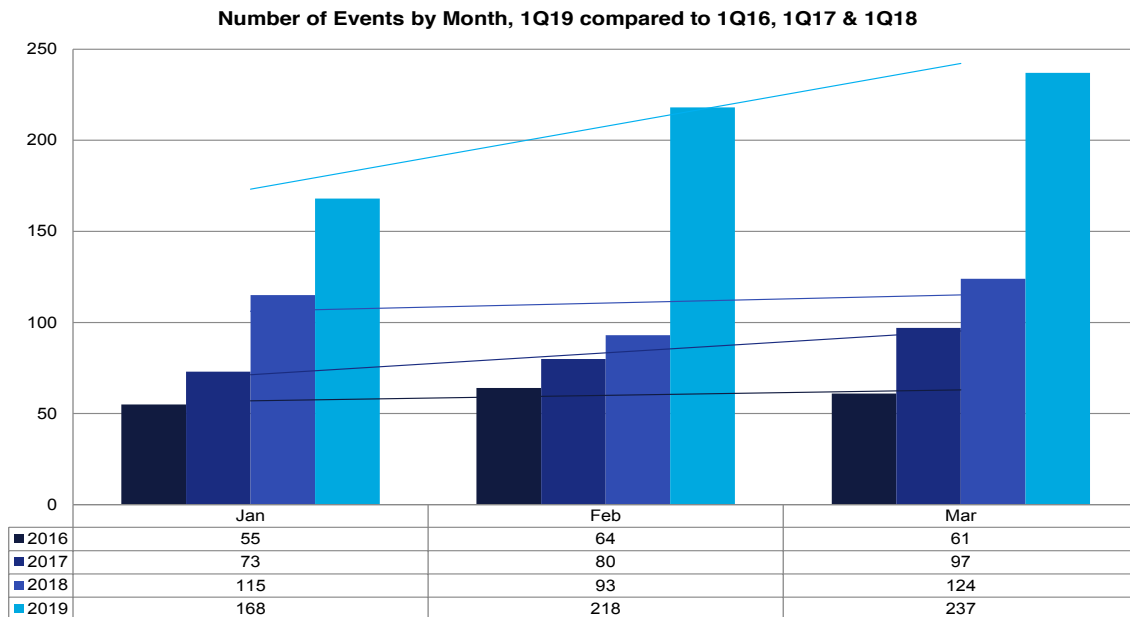
Open Discussion Items:

ASAP Q1 2019 Data Review:

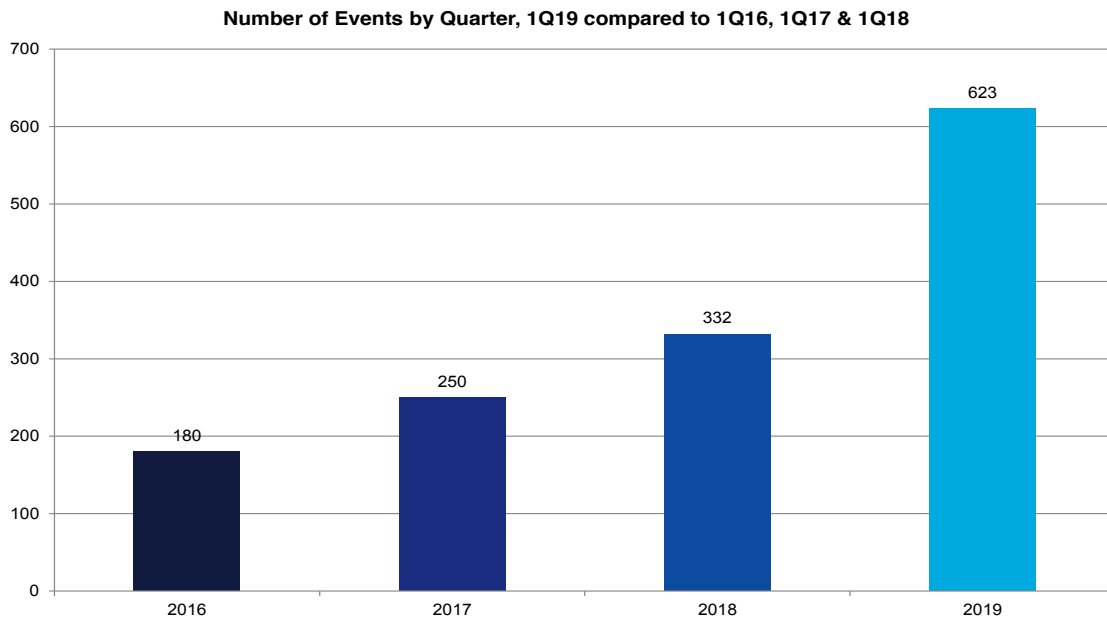
Growth of the program



Growth of the program



Growth of the program, continued



Growth of the program, continued

ASAP Report Growth				
Year	Jan	Feb	Mar	% Change
2016	55	64	61	
2017	73	80	97	
2018	115	93	124	
2019	168	218	237	
2017 Growth	33%	25%	59%	39%
2018 Growth	58%	16%	28%	34%
2019 Growth	46%	134%	91%	91%

ASAP Report Growth, Less IEFB Reports				
Year	Jan	Feb	Mar	% Change
2016	55	64	61	
2017	69	73	92	
2018	90	63	83	
2019	123	151	182	
2017 Growth	25%	14%	51%	30%
2018 Growth	30%	-14%	-10%	2%
2019 Growth	37%	140%	119%	99%

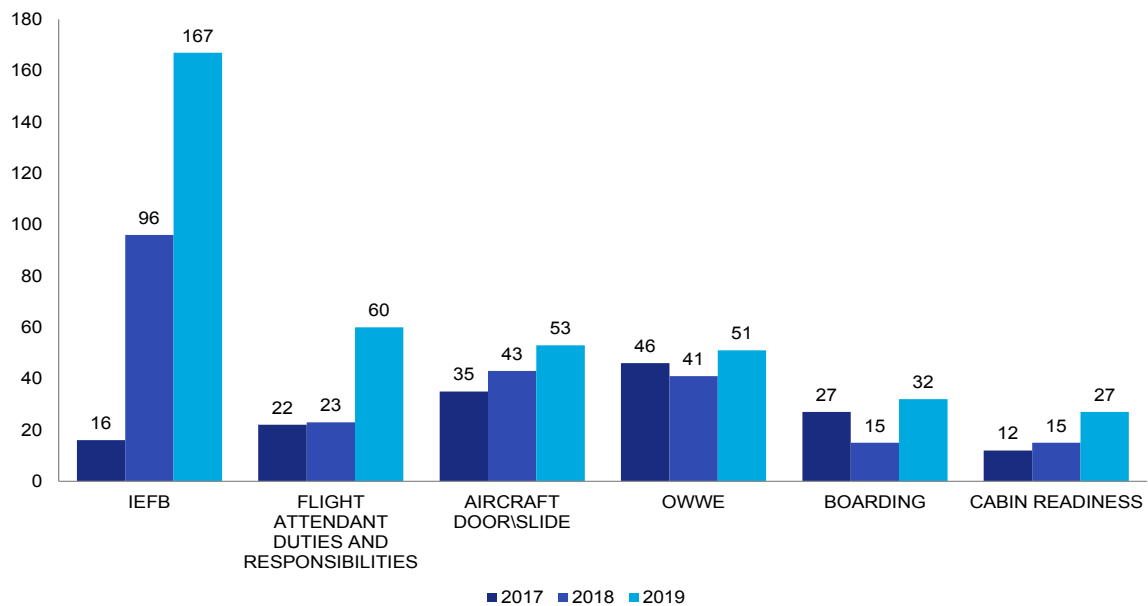
Growth of the program, continued

ASAP Report Growth													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% Change
2016	55	64	61	79	63	90	80	82	96	79	72	94	
2017	73	80	97	83	78	86	98	106	85	85	80	108	
2018	115	93	124	122	147	130	176	147	134	184	175	236	
2019	168	218	237										
2017 Growth	33%	25%	59%	5%	24%	-4%	23%	29%	-11%	8%	11%	15%	18%
2018 Growth	58%	16%	28%	47%	88%	51%	80%	39%	58%	116%	119%	119%	68%
2019 Growth	46%	134%	91%	0%	0%	0%	0%	0%	0%	0%	0%	0%	91%

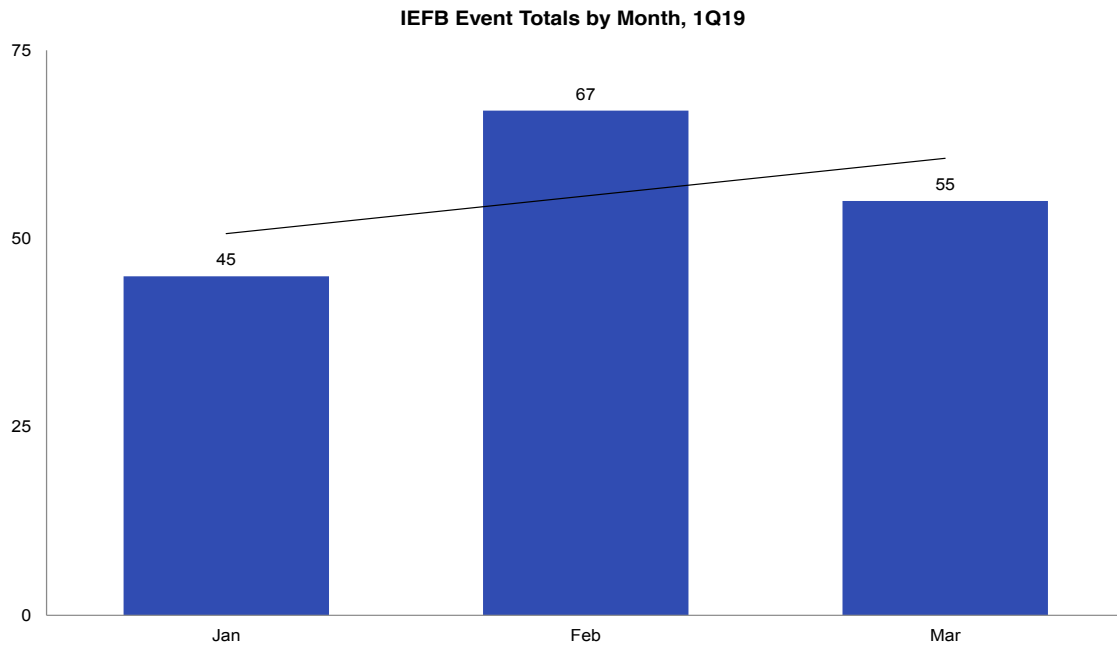
ASAP Report Growth, Less IEFB Reports													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% Change
2016	55	64	61	79	63	90	80	82	96	79	72	94	
2017	69	73	92	78	71	79	91	93	71	78	69	91	
2018	90	63	83	93	102	106	139	109	101	132	125	181	
2019	123	151	182										
2017 Growth	25%	14%	51%	-1%	13%	-12%	14%	13%	-26%	-1%	-4%	-3%	7%
2018 Growth	30%	-14%	-10%	19%	44%	34%	53%	17%	42%	69%	81%	99%	39%
2019 Growth	37%	140%	119%	0%	0%	0%	0%	0%	0%	0%	0%	0%	99%

Taxonomy of reported events

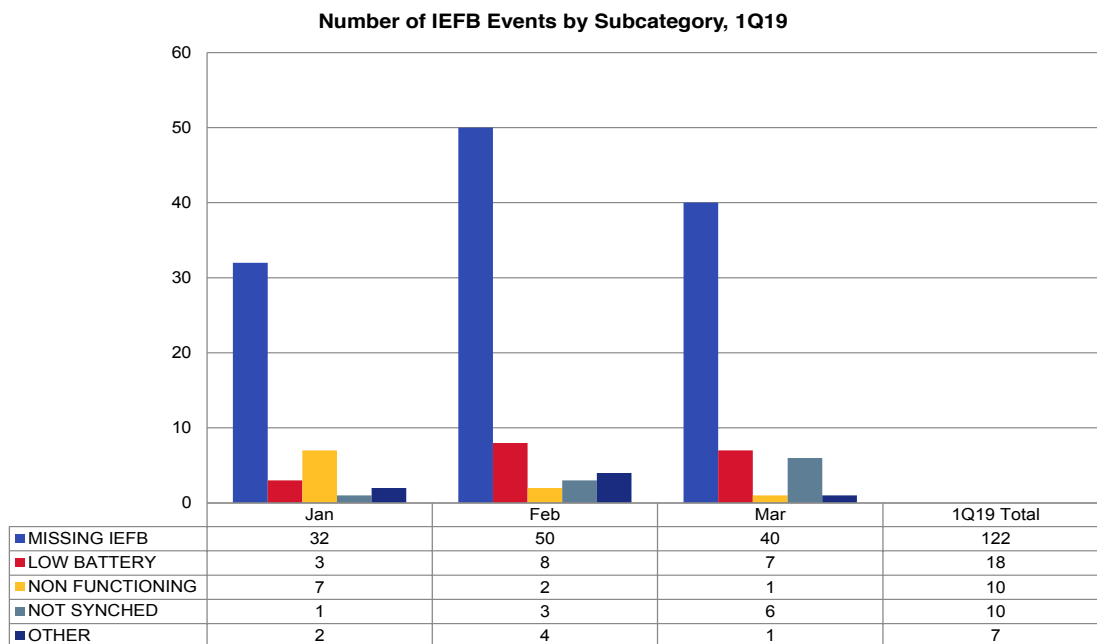
Top 6 Categories, 1Q19 compared to 1Q17 & 1Q18



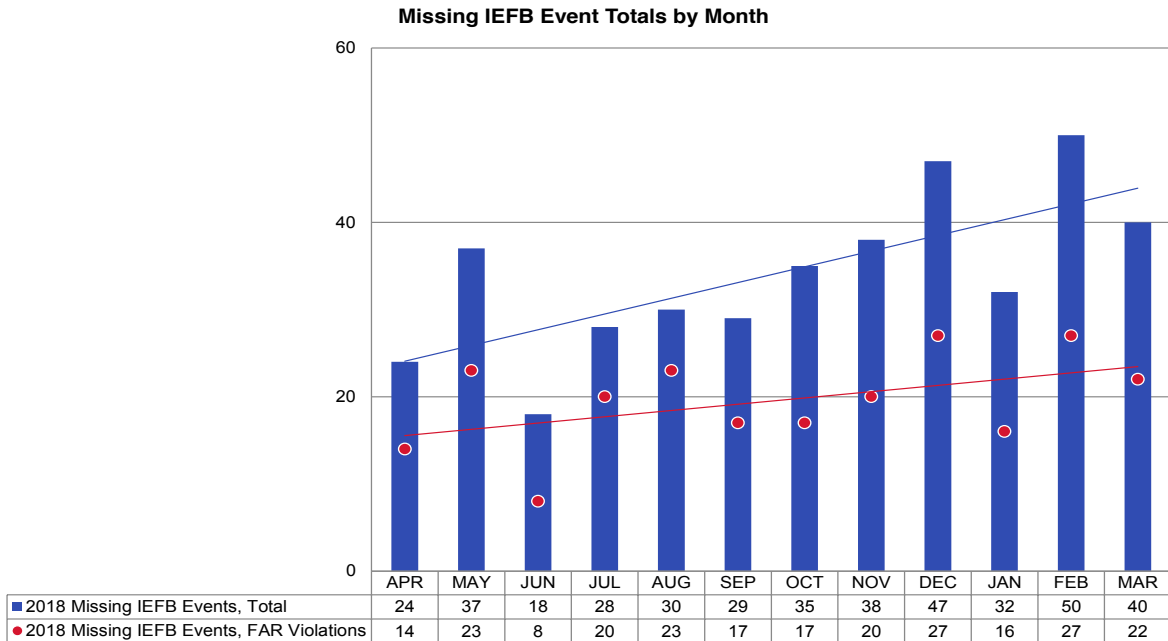
Taxonomy of reported events, continued



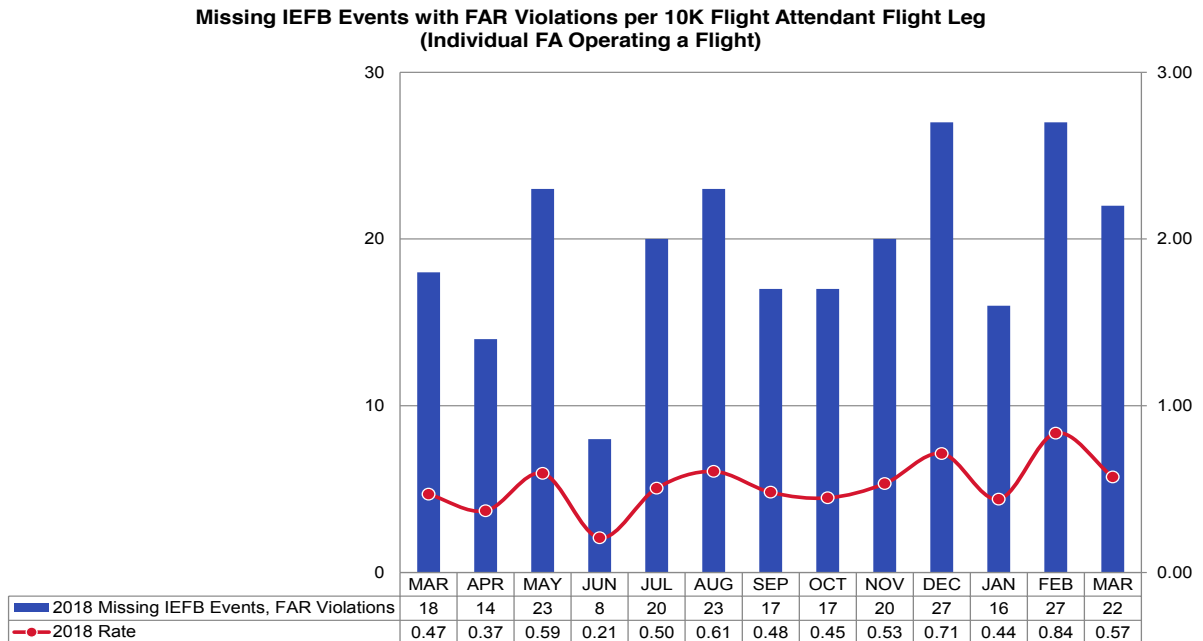
Taxonomy of reported events, continued



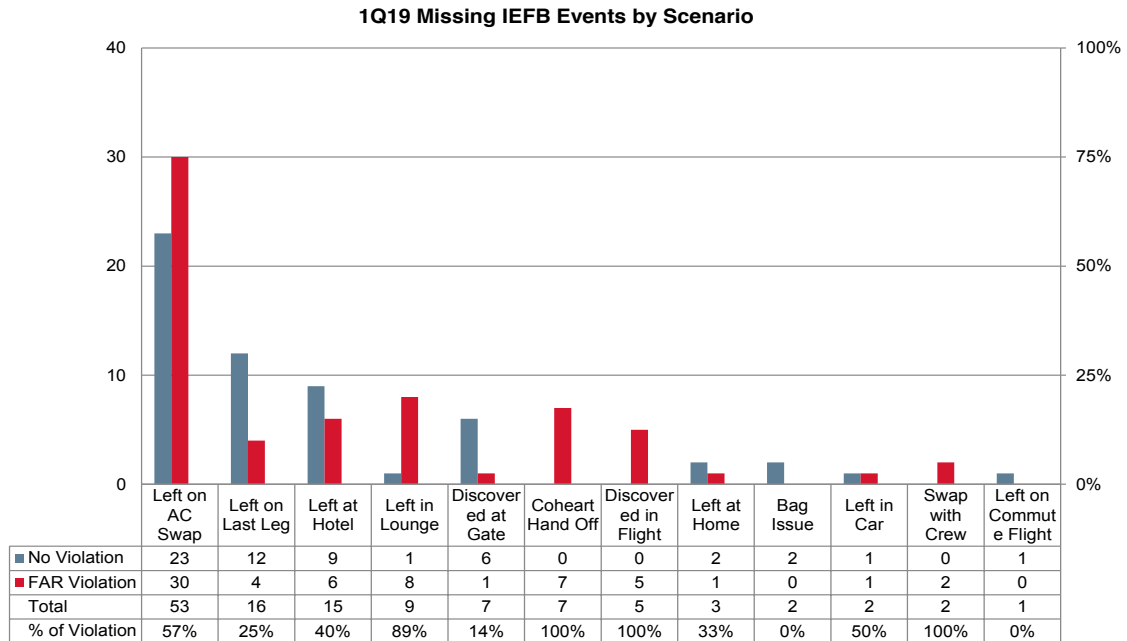
Taxonomy of reported events, continued



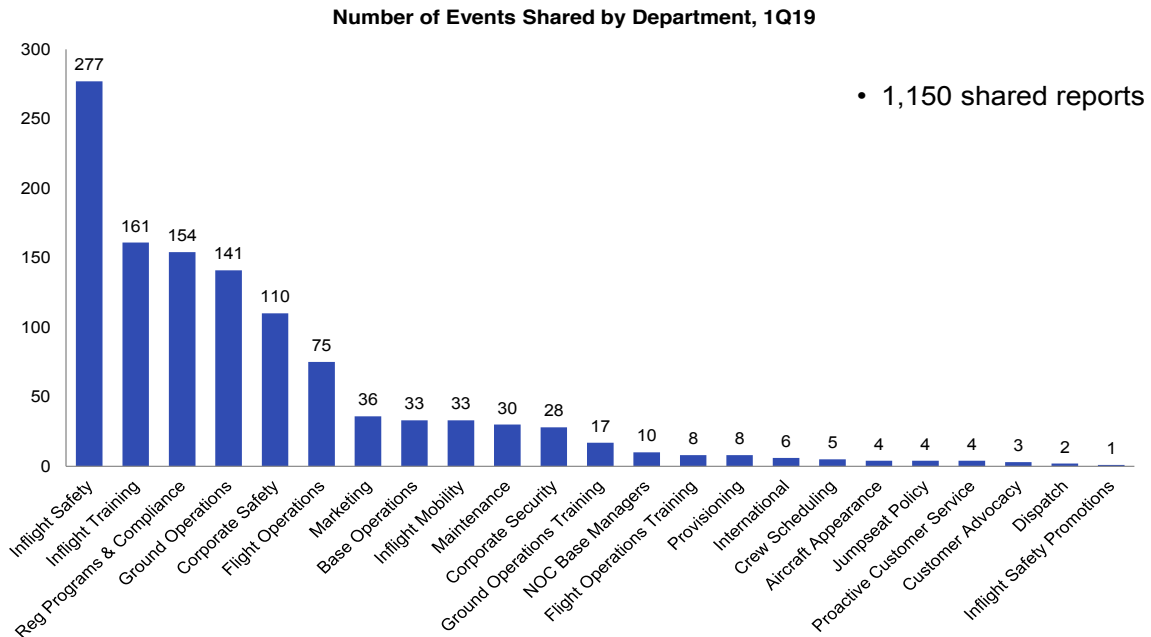
Taxonomy of reported events, continued



Taxonomy of reported events, continued



Referrals to other departments



Promotional activities

- ETOPS Validation Flights, FEB (External)
 - Took the opportunity to discuss ASAP with all Flight Attendant cadre throughout the week
- ATL Safety Fair, 28MAR (External)
 - Participated in the Safety Fair coordinated by the Atlanta Inflight Base



Publications

- ASAP Alert, 5MAR
 - Raised awareness to minimum crew requirements when a Flight Attendant discovers they are without an IEFB. Outlined solutions for when discovered before and during boarding
- ASAP Voice, 20MAR
 - Articles and shared reports highlighting the changes and actions ASAP reports have driven in 2018

! Read Before Fly

Safety ALERT

2019-008

DATE: March 5, 2019
TO: Flight Attendants
FROM: Corey Chestnut, Manager Safety Standards and Regulatory Compliance
RE: IEFB and Minimum Crew Requirements

Overview
 The ASAP Alert Review Committee has identified an upward trend in the number of reports where Flight Attendants are violating Minimum Crew Requirements for boarding in order to obtain replacement IEFBs or continued manuals.

While the intent of these reports has been to keep rights on time, all Flight Attendants are required by 14 CFR 121.391 and 14 CFR 121.394 to be onboard the aircraft from the beginning of boarding until the aircraft lands at its destination. Compliance is more important than getting performance, and if you find yourself in a situation where you feel like you might have to choose, always choose compliance.

Action
 If you find yourself onboard the aircraft without your IEFB, do not allow boarding to commence until you have a replacement IEFB or a paper manual.

If you find yourself onboard the aircraft without your IEFB and boarding has commenced, stay onboard and stop Customer boarding. Keep in mind that stopping Customer boarding does not justify your departure from the aircraft. Your participation in a possible evacuation is critical to the Safety of those already on the aircraft. If at an outstation, ask the Ops Agent to bring the paper manual down to the aircraft once it is present. If at a base city, request a Flight Attendant to retrieve the manual for their arrival before going to the lounge to retrieve a replacement IEFB. (IEFBs are not eligible to stand in for boarding.)

Additional Information
 FAM 3.1.9 Minimum Crew Requirements
 IEFB 5 IEFB Unavailable for Duty

Thank you for ensuring your compliance with IEFB and Minimum Crew Requirements.

MARCH 2019

ASAP VOICE

In this edition

- A record breaking year
- We're coming to a Safety Fair year end
- De-identified reports
- Passenger Oxygen System
- Annual Dues and Slides

Event Review Committee
 Michael Mason, TWA Primary
 Sarah Dink, TWA Alternate
 Michael Mason, TWA Alternate
 Theresa Moore, FAA Primary
 Marie Whitworth, FAA Alternate
 Denise Cavanaugh, FAA Alternate
 Carol Adams, SWA Primary
 Jamie O'Brien, SWA Alternate
 Karl Kneiss, SWA Alternate
 Corey Chestnut, ASAP Manager

Passenger Oxygen System
Mask Deployment
 Narrative: During cruise, the PSU above 4DEF opened and only one of the four masks (the one closest to the window) deployed. There were two passengers in that row and they rang their call button to notify us. When I went to the row the passengers had not pulled the single mask that did fall. None of the other three masks had been removed before the opening of the PSU. The single mask that did fall was not attached to the target or firing pin (both were hanging loose) so the oxygen cylinder never activated. We notified the Flight Deck and closed the single mask in the overhead bin. There was plenty of room onboard to accommodate the passengers. I was concerned that the mask did not seem to be installed correctly as it was not connected to the green firing lanyard and also that the remaining three masks never dropped even after we landed in ASD. I did try to close the PSU and the latch wouldn't catch. Had we had a decompression, I'm not sure this row would have functioned properly. Our Pilots were grateful and communicated with us about the situation. On the next flight the row was kept open, though there was no DO NOT OCCUPY signs to put on the seats. We also wondered if we were on an -800, would the masks need to be closed in the overhead bin?

ERIC Action: Shared the report with Inflight Operations and TechOps, with a recommendation to evaluate the -800 and MAX mask hoses' length and ability to stow in an overhead bin.

Company Action: Revision to FAM-Emergency 2.4.2 Decompression, removing the requirement to stow masks within overhead bins.

A record breaking year
 Taking a look back at 2018, you grew the program by submitting 68% more reports than in 2017! Your submissions are what fuel the change you want to see in policies, procedures and training so please keep them coming! It's with your experiences and insight that we are able to best create the most effective risk controls. To highlight some of these reports in action, this quarter's ASAP Voice will share reports from 2018 that have driven change. We hope that these examples will help encourage you to submit reports regarding the changes you want to see and the hazards that you identify out in the operation.

Corey Chestnut
 Manager, Inflight Safety Standards & Regulatory Compliance
 ASAP Manager

OSHA 300 Log Email Distribution to DEBM's Completed

Scheduled and Standing Meetings:

June 10 - 12, 2019 - ASAP Continuity Guide Discussions/HOU Base Visit and ERC Team Building

June 26, 2019 – Third follow-up Meeting with Greg Wells, Lauren Peck and Ground Operations (RE: Inflight/Ground Ops interface issues per assurance data)

June 26, 2019 – Fourth 737 Max Grounding Update

June 27, 2019 – Health and Safety Coordination (HASC) meeting

June 25, 2019 – LAX Shop Steward ASAP Training Session, Dallas, TX

June 11-13, 2019 Article 25 Negotiation Sessions, Dallas, TX