



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: December 8, 2019
Re: December 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 - 261

ASAP Reports received 2019 Year-to-Date:	2652
Accepted Reports Year-to-Date:	1965
Excluded Reports to date:	79
Open Reports:	81
Total Reports received in 2018:	1716
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	11,016

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 9/8/19 through 12/8/19 = 1274
Emergencies Declared for Period = 74

2019 Year-to-Date = 3958
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

09/08/19 through 12/08/19 = 19

2019 Year-to-Date = 317

2018/2019 Year-over-Year Comparative: -158 (49.84% Decrease Year-over-Year)

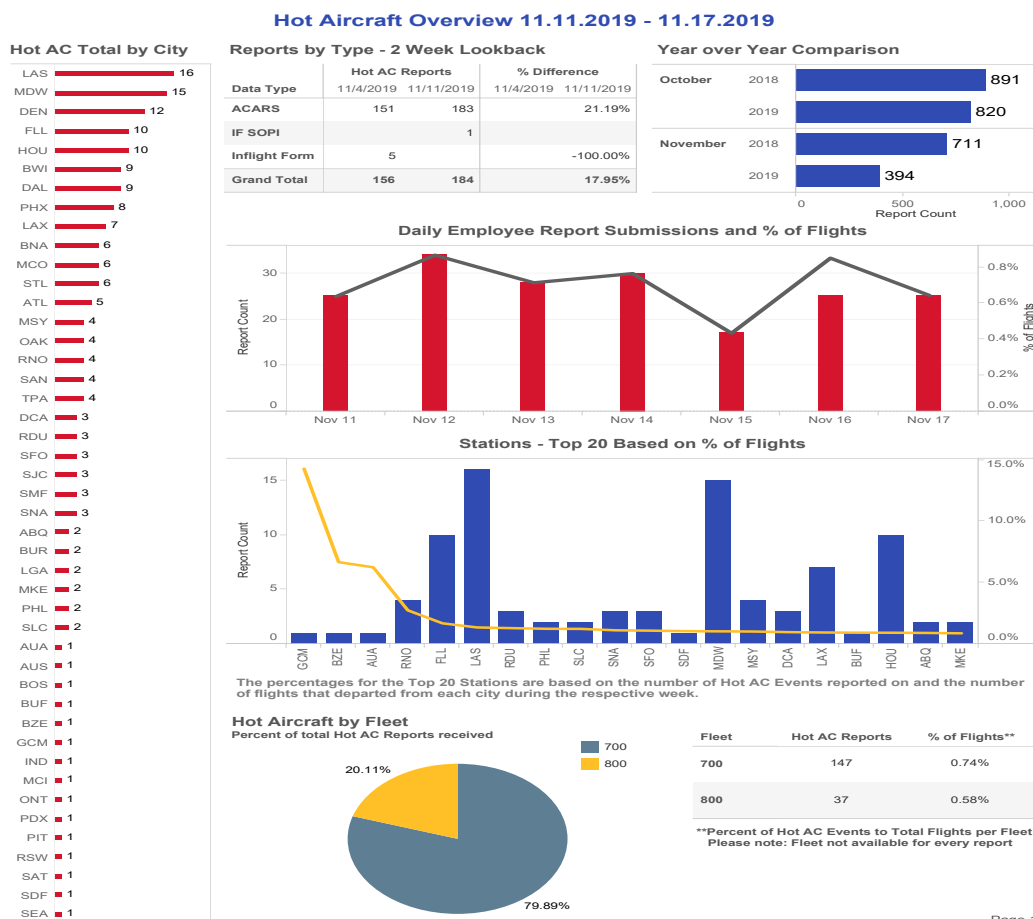
All of 2018: 460 = **13.9% Increase Year-over-Year**

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) 11NOV19-17NOV19:



'Hot' Aircraft and Gates

Aircraft with four or more reports

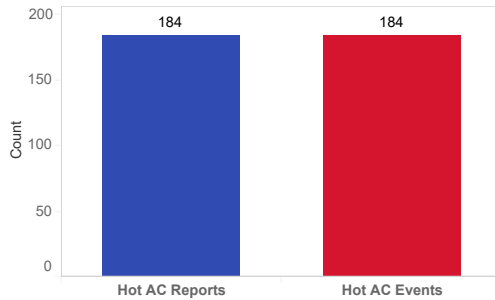
AC Number	
935	5
710	4
793	4
925	4

Gates with three or more reports

Station	Gate	
FLL	A3	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.

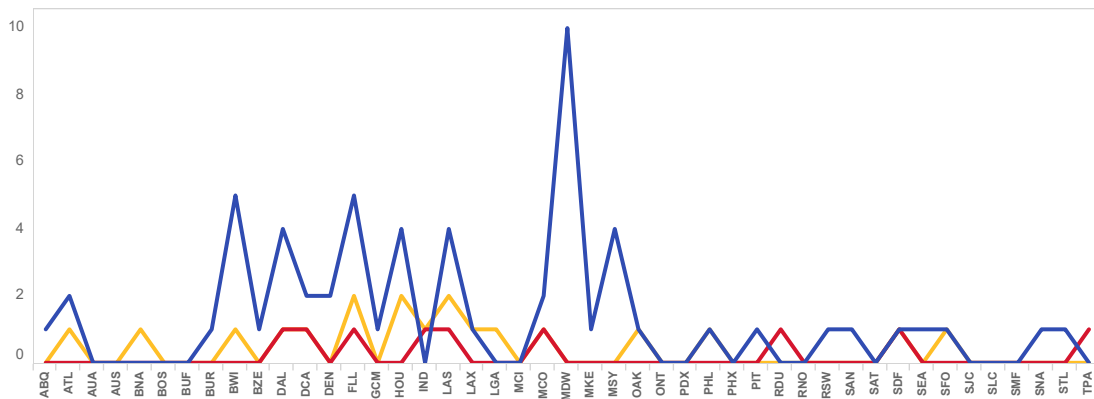


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	11/4/2019	11/11/2019
% Air Not Connected	33.11%	32.79%
% Ops Agent Not Present	7.95%	4.92%
% Ramp Agent Not Available	7.95%	10.38%



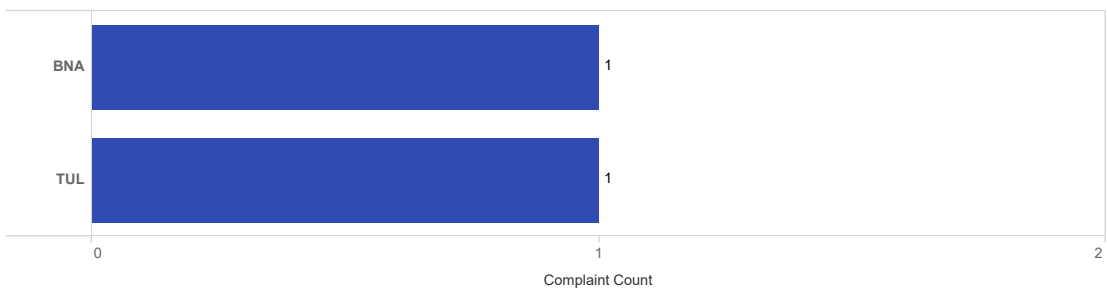
Good Job ACARS

Date	Flight Number	Station	Message
11/11/2019	1560	SLC	GREAT JOB
	1561	SAN	GREAT JOB
11/12/2019	485	DEN	GOOD JOB.
		OAK	GOOD JOB.
11/14/2019	1157	MKE	NICE JOB
11/15/2019	573	BNA	GREAT JOB
		PHX	NICE WORK
11/16/2019	3802	ATL	NICE JOB

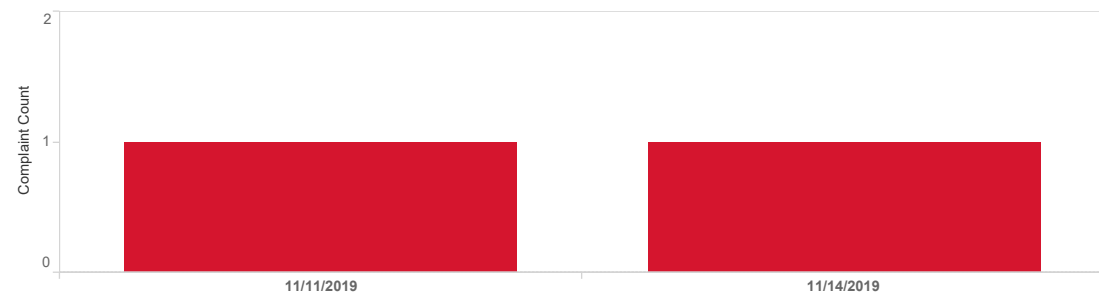
If this section is left blank, it is intentional and means there were no "good" messages from the Pilots this week.

Customer Hot AC Complaints for the week of 11/11/19 to 11/17/19

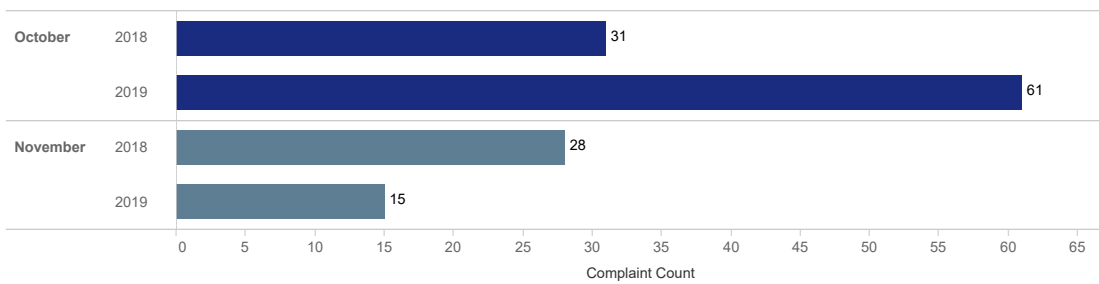
Pax Complaints by Originating City



Pax Complaints by day



Year over Year Customer Complaints



Open Discussion Items:

Most Current ASAP Taxonomy Report

Taxonomies Reported in ASAP from JAN17 to OCT19	
Taxonomy	Number of Events
IEFB	1111
OWWE	645
AIRCRAFT DOOR\SLIDE	509
FLIGHT ATTENDANT DUTIES AND RESPONSIBILITIES	482
CABIN READINESS	230
BOARDING	220
GROUND OPS COMMUNICATION\PROCEDURES	191
MINIMUM CREW	190
SECURITY	190
CABIN EQUIPMENT	170
JUMPSEAT	159
SPECIAL PAX	147
ALCOHOL	108
ILLNESS\INJURY EVENTS	98
CRM	91
NON-COMPLIANCE WITH FARs, POLICIES, AND PROCEDURES	87
TURBULENCE	85
CHILD RESTRAINT SYSTEM	72
PILOT COMMUNICATION\PROCEDURES	60
CABIN PET\SERVICE ANIMAL	59
PREFLIGHT DUTIES	41
MAINTENANCE	40
POTENTIAL INJURY HAZARD	32
CABIN TEMPERATURE	25
FATIGUE	21
UNSAFE ACTIVITY	13
CABIN EMERGENCY	11
MANUAL	6
CABIN AIR QUALITY	5

737 Max Return to Service (RTS) Update Meeting – Refer to Confidential Upload to SalesForce

OSHA 300 Log Email Distribution to DEBM's Completed

Scheduled and Standing Meetings:

December 04, 2019 – ASAP ERC Meeting

December 04, 2019 – 737 Max RTS Update

December 5, 2019 – Fatigue Mitigation Program - Root Cause Analysis Training

TBD – December Health and Safety Coordination (HASC) meeting

December 12, 2019 EB Session RE: 737 Max