



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Frwy.
Suite 600
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
www.twu556.org

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: March 6, 2020
Re: March 2020 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 - 115

ASAP Reports received 2020 Year-to-Date:	487
Accepted Reports Year-to-Date:	365
Excluded Reports to date:	15
Open Reports:	0
Total Reports Received in 2019	2880
Total Reports Received in 2018:	1716
Total Reports Received in 2017	947
Total Reports Received over the Life of Program	11,490

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 2/6/20 through 3/6/19 = 361
Emergencies Declared for Period = 14

2020 Year-to-Date = 749
All of 2019 = 4261
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

Flight Attendant Fatigue Risk Mitigation Program Reports Year-to-Date

9 Records

Date of Call	Base	Pairing Date	Recommendation	Base Recommendation	Base Final
02-25-2020	MDW		Non-Paid - Nonoperational Cause		Accepts Non-Paid - Nonoperational Cause
02-17-2020	OAK	OS1Z	Paid - Operational Cause		Accepts Paid - Operational Cause
02-16-2020	LAS	RSV	Non-Paid - Nonoperational Cause		Accepts Non-Paid - Nonoperational Cause
	ATL		No Decision Necessary - Informational only		No Decision Necessary - Informational only
01-21-2020	MDW		Paid - Operational Cause		Accepts Paid - Operational Cause
01-20-2020	BWI	01-18-2020	Paid - Operational Cause		Accepts Paid - Operational Cause
01-19-2020	BWI	01-18-2020	Paid - Operational Cause		Accepts Paid - Operational Cause
01-11-2020	MCO	01-10-2020	Non-Paid - Nonoperational Cause		Accepts Non-Paid - Nonoperational Cause
01-01-2020	MCO	12-31-2019	Non-Paid - Nonoperational Cause		Accepts Non-Paid - Nonoperational Cause

Root Cause Summary:

Back to back pairings (self-scheduling)	Planned Short Overnight	1
Inflight Event/Emergency		1
Issues @ Cmpny provided htl - Guest noise/interruption		1
Issues @ Cmpny provided htl - Other		1
Issues @ Cmpny provided htl - Poor room quality/conditions	Issues @ Cmpny provided htl -	
Delays getting into room		1
Issues @ Cmpny provided htl - Poor room quality/conditions	Issues @ Cmpny provided htl - Other	
MX delays: FA illegalMX Cancellation		1
Personal responsibilities/schedule outside wk/hm envrnmt		1
Personal responsibilities/schedule outside wk/hm envrnmt	Issues @ Cmpny provided htl - Guest noise/interruption	1
Totals (9 groups)		9

SWALife Hot Aircraft Event Reporting

02/06/20 through 03/06/20 = 3

2020 YTD = 6

2019/2020 Year-over-Year Comparative: +5 **(83.33% Increase Year-over-Year)**

All of 2019: 317 = 49.884% 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) 24FEB20-01MAR20:

'Hot' Aircraft and Gates

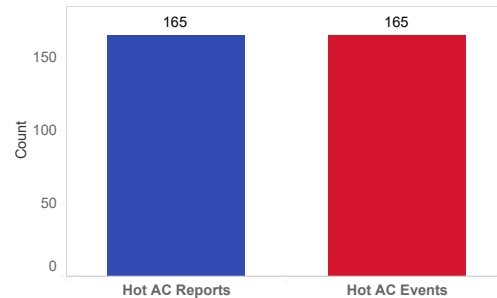
Aircraft with four or more reports

AC Number	
280	4
400	4
454	4
7842	4

Gates with three or more reports

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.

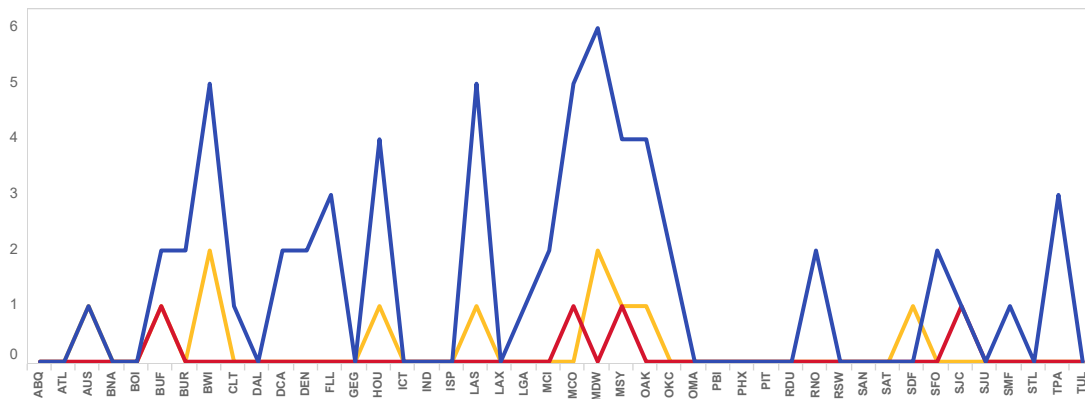


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	2/17/2020	2/24/2020
% Air Not Connected	32.07%	37.04%
% Ops Agent Not Present	4.89%	2.47%
% Ramp Agent Not Available	8.70%	6.79%



Good Job ACARS

Date	Flight Number	Station	Message
2/25/2020	457	SAN	GREAT JOB.
2/26/2020	1535	PHX	GREAT JOB.

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

Hot Aircraft Overview 02.24.2020 - 03.01.2020

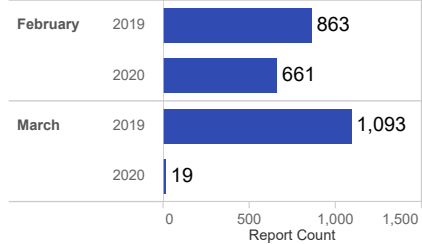
Hot AC Total by City



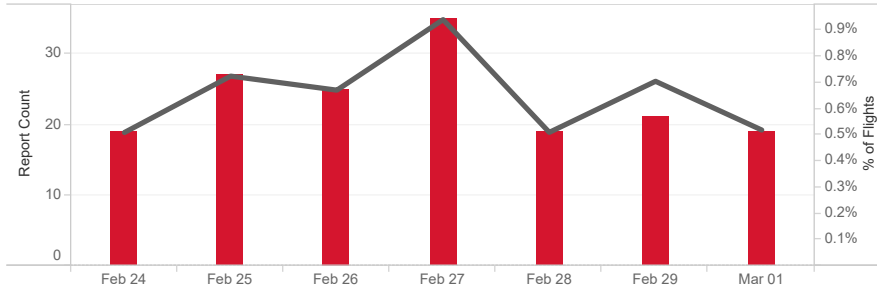
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	2/17/2020	2/24/2020	2/17/2020	2/24/2020
ACARS	184	162		-11.96%
FO SOPI		1		
IF SOPI	1	1		0.00%
Inflight Form	2	1		-50.00%
Grand Total	187	165		-11.76%

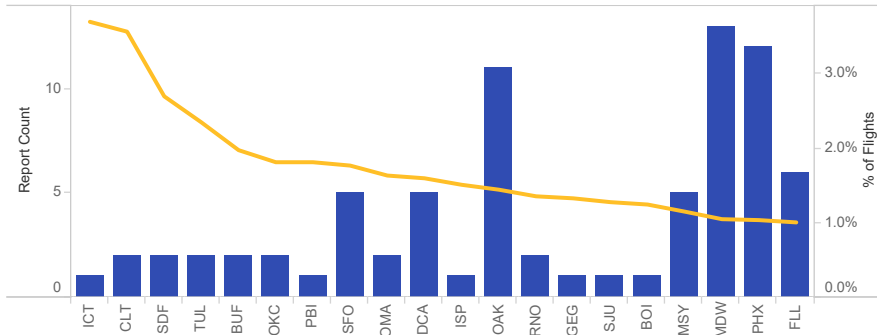
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



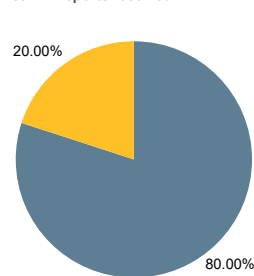
Stations - Top 20 Based on % of Flights



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

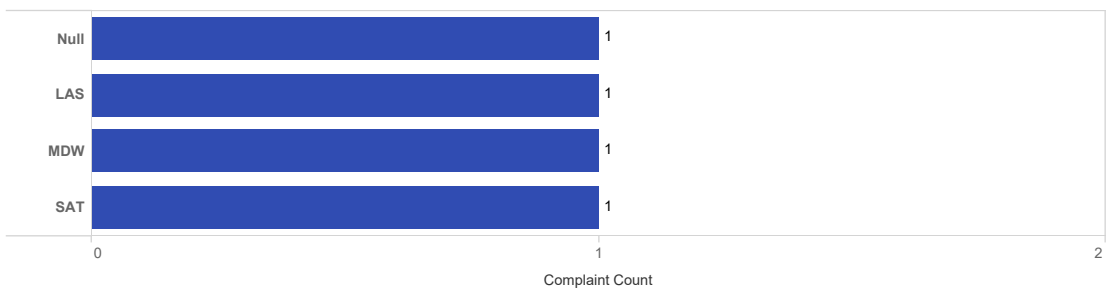


Fleet	Hot AC Reports	% of Flights**
700	132	0.69%
800	33	0.55%

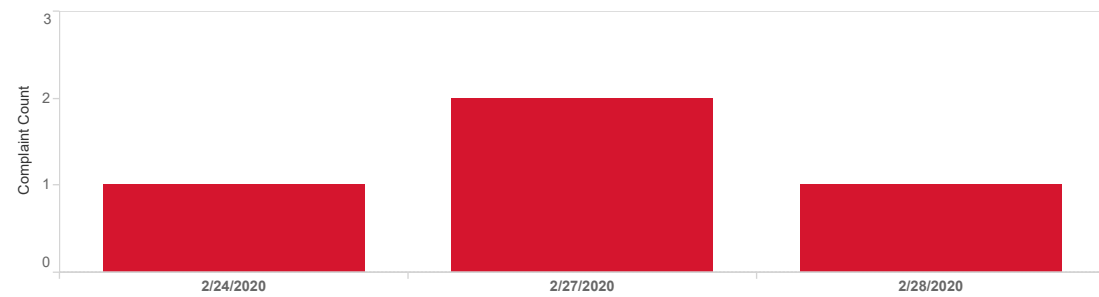
**Percent of Hot AC Events to Total Flights per Fleet
Please note: Fleet not available for every report

Customer Hot AC Complaints for the week of 02/24/20 to 03/01/20

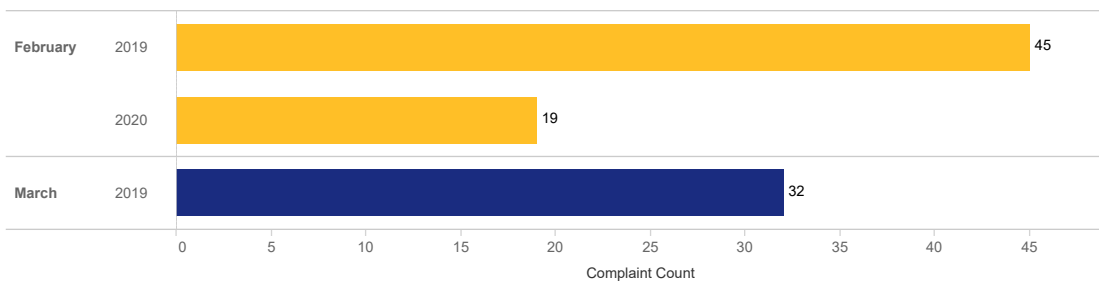
Pax Complaints by Originating City



Pax Complaints by day

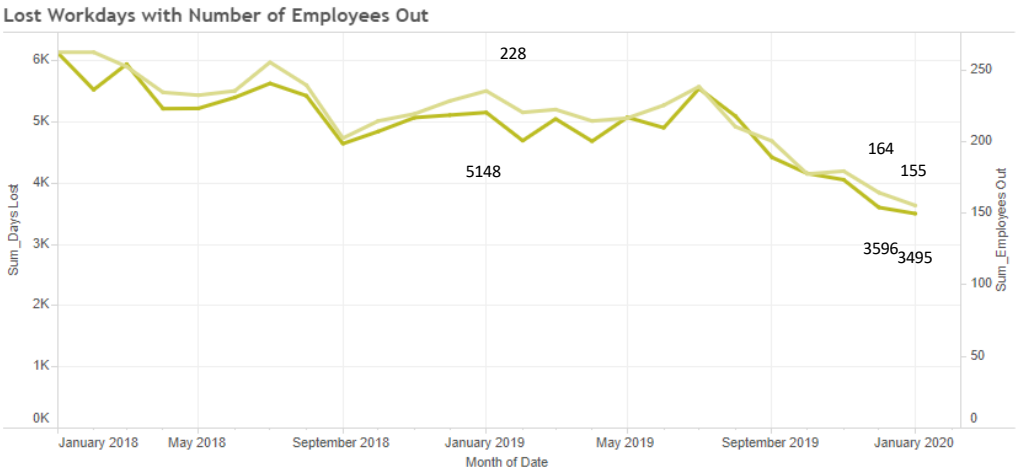


Year over Year Customer Complaints

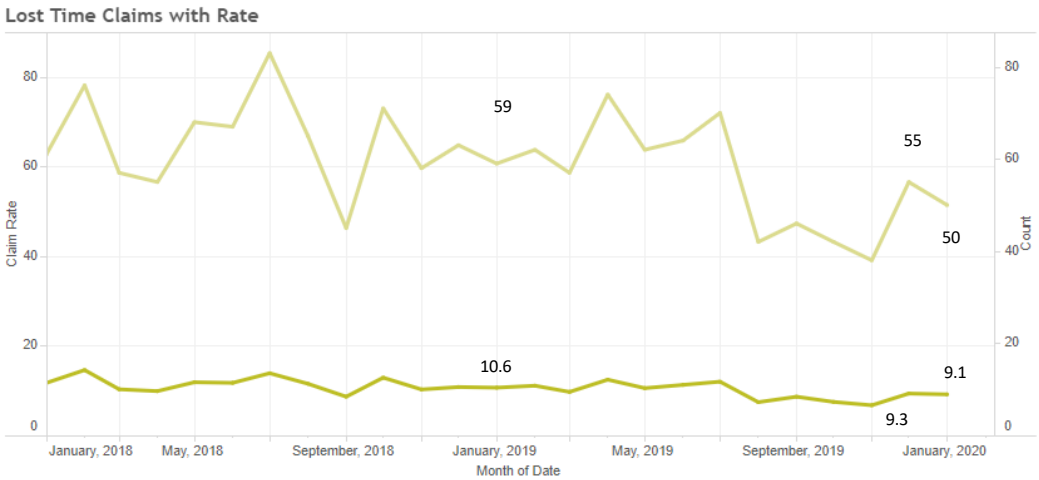


Current Occupational Injury Data:

Lost Workdays



LTCR



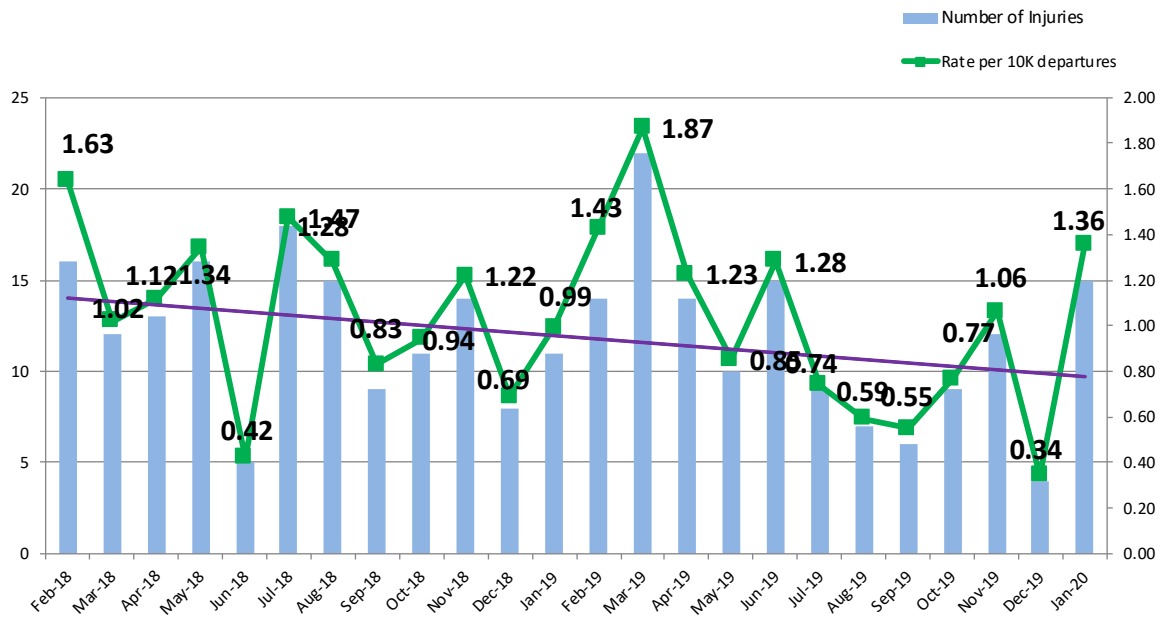
OSHA Recordable (Inflight)

	Date_of_Loss__c / OSHA Recordable					
	2018		2019		2020	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	75	64	85	60	78	49
February	54	80	81	71		
March	77	66	82	71		
April	79	61	79	69		
May	82	72	89	61		
June	82	69	80	80		
July	95	92	83	68		
August	88	76	65	46		
September	61	54	74	50		
October	87	78	84	43		
November	81	57	76	45		
December	79	71	69	52		

Cause

Cause General	2018	2019	2020
Struck by/Against	487	408	33
Slip/Trip/Fall	308	267	18
Other	246	302	33
Carrying/Lifting	193	161	13
Pushing/Pulling	125	105	5
Weather	59	64	4
Caught In/Between	46	46	3
Collision	39	47	2
Contact with object	39	43	4
Strain	45	36	1
Inhalation	31	47	2
Cut/Puncture	47	25	2
Chemical Exposure	18	33	4

Flight Attendant Turbulence Injuries

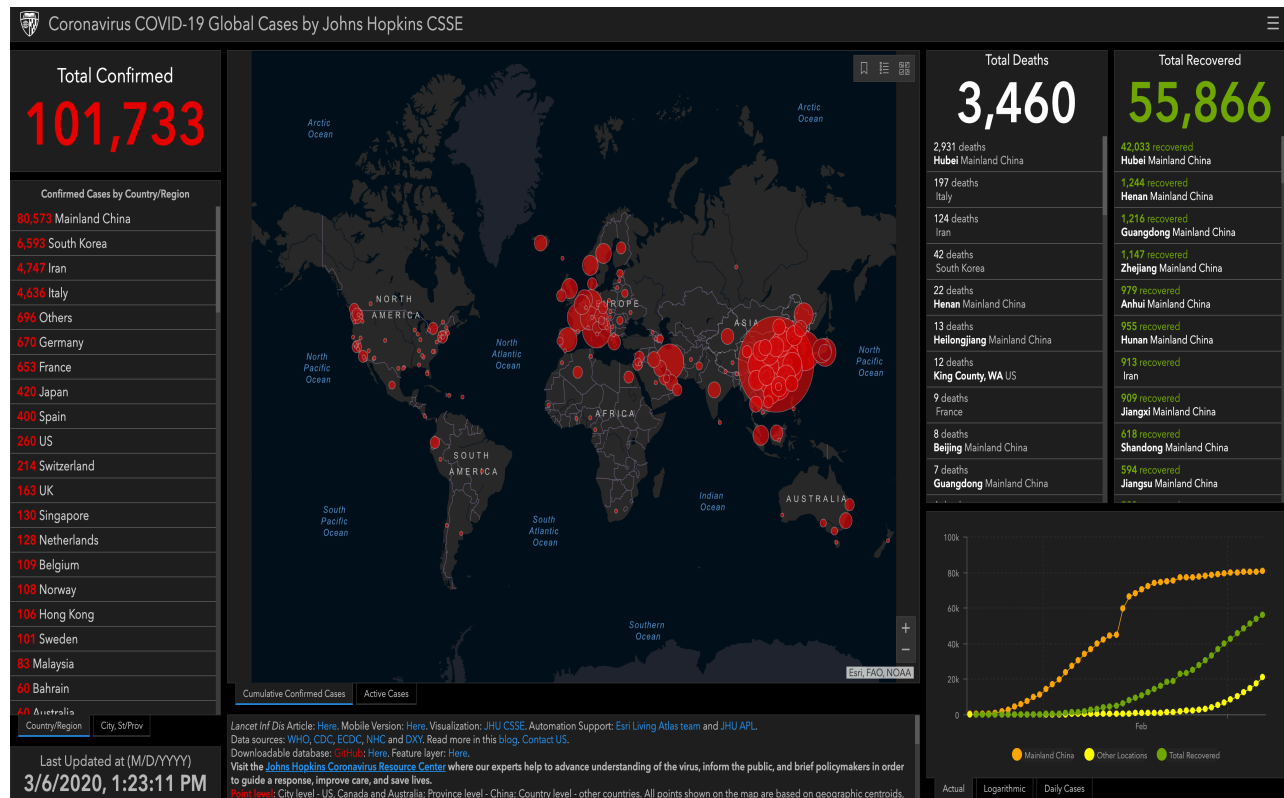


Open Discussion Items:

Coronavirus Update:

Current COVID-19 Stats Worldwide as of 06MAR20:

Mortality Rate: 3.401



AFL-CIO, CDC, FAA, NIOSH and OSHA Conference Call

March 6, 2020 0800hrs CST

RE: COVID-19

Rebecca/Margaret Kidd Host of Conference Call – Federal partner introduction. Fluid situation, here to talk about guidance and hear from you about the realities on the ground.

Participants:

Rebecca (AFL-CIO)

(AFA)

(CWA)

Michele, Michael, Thom, Jannah, Sean (TWU)

(AFCE)

(ALPA)

(Unite Here)

(SCIU)

(AFL-CIO)

(Machinist Union)

(Teamsters)

(FAA Flight Standards Air Carrier Operations)

(FAA Aircraft Certification)

(AFA)

(Chief Counsel Office)

(FAA)

Rebecca - Many different people on this call, everyone is scrambling. We hope to continue this direct line of communication. We want to understand what is happening on the ground. In conversations with transportation workers we hear main themes are inconsistency in guidance, inconsistency in policies across airlines which make it difficult for the unions to advocate, quarantine issues that come under policy level, issues with flow of information, issues with contract workers obtaining information, employer responsibility, focus on employer providing right level of protection or change in procedures for risk assessment.

Margaret – Turn to Jill for information.

Jill – Here with NIOSH working on COVID-19, rapidly evolving situation we have changed from containment to community mitigation. Potential changes from CDC because a lot happening. Notified at NIOSH that they had an interest in notifying airline workers. Interim guidance on cleaning of aircraft, types of cleaning recommendations after an aircraft has landed either with suspected COVID-19 or not. We have worked with infection control on aircraft expertise to improve language if there were symptomatic passengers and to protect the workers. This is interim guidance not comprehensive. Hopefully this will be doable, it is fluid, as we learn more it could change. On the cleaning side we put in the cleaning section of the interim guidance we have added basic recommendations for no symptomatic passengers, if there are symptomatic passengers, we have recommendations for cleaning, we acknowledge lavatories should be cleaned, there are items that cannot be properly disinfected like placards, pillows. We recommend disposable gloves, gowns, eye protection if splashing possible. Recommend cleaning crew does not clean until all passengers have disembarked. OSHA bloodborne pathogen recommendations reminders. We added items related to what the cleaning staff should do if they have a breach in cleaning procedures. This is a quick overview.

Airlines rely heavily on CDC Guidelines. Some have gone above but some have not, that's why its important for us to change the CDC language.

John Cox – We represent clean cabins. There has been a longstanding pattern of violations of bloodborne pathogen procedures. Our concerns are if cleaning crews have enough time for

cleaning the actual surfaces and if the cleaning agent that is used on the surface even spends enough of the required amount of time on the surface to disinfect the surface. Cleaning Crews are given very little advance knowledge of the cleaning situation. Example: they show up to the airplane and are not aware of the situation they are approaching.

AFA Taylor our biggest concern is if sick passengers are onboard, we need thermometers, the type is not consistent onboard, they are faulty. We need information on single use thermometers. Availability of hand sanitizer easily accessible at a variety of locations needed.

Mickey – Concerns with the 6-foot limit which is not a barrier for airborne transmission, it is not the only risk. We are in enclosed areas.

There is a research paper on SARS and what you can see is that a cluster of infections occurred nearby the infected passenger and scattered throughout the aircraft. Also, no cleaning procedures exist for wheelchair use in between clients.

Mickey- We represent Passenger Service Agents, there are no protections being provided for these agents. Airlines have provided information on COVID-19 but no sanitizers or gloves or respiratory protection. Agents cannot wear the respirator masks in view of customers.

Unite Here – We represent airline catering truck drivers that enter the airplane to load carts. We want to see them included as a group. We also represent airport food concession workers.

Looking back at Ebola and OSHA there were fact sheets that are still on the website, these could be helpful. OSHA worker protections is a complex and comprehensive workforce within transportation. Many occupation concerns that the groups are looped together, PPE is important but not the only thing that's important. Clear guidance out of OSHA is very helpful.

Mechanics are often not mentioned and feel they have concerns about being provided with the tools needed, for example when they service the lavatories.

Machinists – Baggage handlers are often not mentioned and that is a concern that needs to be addressed. They touch the passenger bags.

There is this assumption that there are dedicated cabin crews for cleaning at the airlines; sometimes the flight attendants do not employ cabin cleaning crews and the flight attendants clean in between flights. This is a concern.

Rebecca - That is a major concern. There is no tracking of situations on the plane when a passenger gets sick. So many moving parts that people don't understand.

Margaret – We have been keeping notes and we will regroup with our federal partners and go over these specific concerns. Does anyone have anything to add?

OSHA – We appreciate the opportunity to participate today.

FAA – Nothing from the group here.

CDC – No response.

NIASH – We have a point of clarification on the PPE kits, the supply many are not plentiful, we want to know how they are being used, if they have thermometers.

AFA – We hear that online, we have some supply chain issues, we don't have hand sanitizer adequate supplies.

TWU – It is not consistent across the industry that thermometers are made available, it would be helpful to have consistent guidelines that the airlines would consistently follow.

Margaret – Thank you for joining us today.

Rebecca – Thank you.

Call concludes 0855hrs CST.

SWA Enhanced Cleaning Procedures

Aircraft Cleaning: As of March 4, 2020, SWA enhanced overnight cleaning procedures. Typically, they use an EPA approved, hospital-grade Sani-cide disinfectant in the lavatories and an interior cleaner in the cabin. Now, they are expanding the use of the hospital-grade Sani-cide disinfectant in the cabin, on elements in the flight deck, and in the lavatory. This goes beyond the standard CDC guidelines. As a reminder, aircraft are also tidied up between flights during the day, and SWA equips all aircraft with a HEPA (High Efficiency Particulate Air) filter, which filters out recirculated air onboard each plane to remove airborne particles (HEPA filters are also used in hospitals to provide patients with clean air). SWA Tech Ops Team is working on a video that will demonstrate these enhanced cleaning procedures, with information surrounding when and where that will be published forthcoming.

The Sani-cide disinfectant they are now using in these enhanced overnight procedures is safe for Crews since it is already in use on the aircraft today. They have simply extending the use of it to the cabin and elements in the flight deck. Because they have to use a Food and Drug Administration (FDA) approved cleaner in the galley area, galley cleaning procedures remain the same.

Facilities Cleaning: SWA is working with their Facilities janitorial vendors to increase the overnight detailed cleaning of all exclusive and common use work spaces for which they have oversight. In cities and/or airports that are responsible for their own janitorial services, they're working directly with those locations to understand their plans of action.

SWA has acknowledged increased awareness of medical incidents (spills, cuts, bodily fluids); saying that Flight Ops, Inflight, and Ground Ops Leadership supports Crew Members taking the appropriate time to ensure affected areas are cleaned properly, knowing that this may sometimes cause a delay.

Current CDC Guidance for Airlines Updated 04MAR20

Updated Interim Guidance for Airlines and Airline Crew: Coronavirus Disease 2019 (COVID-19)

Updated March 04, 2020

Summary of Recent Changes

This document was updated March 04, 2020, as follows:

1. Added a section on cleaning of aircraft
2. Updated situation summary
3. Updated section on ill travelers identified during flight including:
 - a. Section applies to ill travelers from any country
 - b. Updated recommendations for hand hygiene
 - c. Recommendation to ensure adequate supplies of personal protective equipment during flight

Purpose

This document provides interim recommendations for the commercial airline industry about the Coronavirus Disease 2019 (COVID-19) first identified in Wuhan, China. CDC reminds air carriers of the requirement under Title 42 Code of Federal Regulations (CFR) section 71.21 to report to CDC ill travelers who have certain signs and symptoms during flight, and all deaths onboard, before arrival in the United States. This document also contains recommendations for managing ill travelers onboard if COVID-19 infection is suspected.

Please also see Safety Alert for Operators 20001: 2019 Novel Coronavirus: Interim Health Guidance for Air Carrier and Crews [pdf icon](#)[PDF – 4 pages][external icon](#)

Situation summary

An outbreak of respiratory illness caused by COVID-19 first detected in Wuhan, Hubei Province, China is ongoing. Cases also have been identified in travelers from Wuhan to other parts of China, and cases have been identified in many other countries, including the United States. Early on, many of the patients in Wuhan reportedly had some link to a large seafood and animal market, suggesting animal-to-person spread. At this time, sustained (ongoing) person-to-person spread is occurring in several countries and many other countries have reported individual cases or limited community spread. Some viruses are highly contagious while other viruses are less so. The virus that causes COVID-19 seems to be spreading easily and sustainably in the community in some affected geographic areas.

Symptoms include fever, cough, and difficulty breathing. These symptoms also can occur with many other common respiratory infections, such as flu.

Investigations are ongoing and these recommendations will be updated as more information becomes available.

Ill Travelers Identified during Flight

Report travelers with specific symptoms to CDC.

- Report travelers with
 - fever (person feels warm to the touch, gives a history of feeling feverish, or has an actual measured temperature of 100.4°F [38° C] or higher) that has persisted for more than 48 hours
- OR
- fever AND one of the following:
 - persistent cough
 - difficulty breathing
 - appears obviously unwell
- Report, as soon as possible before arrival, by one of the methods described in the Guidance for Air Travel Industry Reporting of Onboard Death or Illnesses to CDC.

Airlines and cabin crew should review CDC's Infection Control Guidelines for Cabin Crew

- CDC recommends that companies review and update, as needed, their personal protection policies and communicate and train employees on how to manage sick travelers.

CDC recommends the following measures for cabin crew to protect themselves and others, manage a sick traveler, clean contaminated areas, and take actions after a flight.

- Practice routine handwashing.
 - Wash hands often with soap and water for at least 20 seconds, particularly after assisting sick travelers or touching potentially contaminated body fluids or surfaces; after coughing, sneezing, or blowing your nose; after using the restroom; and before preparing or serving food or beverages.
 - Use alcohol-based hand sanitizer (containing at least 60% alcohol) if soap and water are not available.
 - Airlines should consider providing alcohol-based hand sanitizer to cabin and flight crews for their personal use.
- Identify sick travelers who meet the above description.
 - Minimize contact between passengers and cabin crew and the sick person. If possible, separate the sick person from others (by a distance of 2 meters or 6 feet, ideally) and designate one crew member to serve the sick person.
 - Offer a facemask, if available and if the sick person can tolerate it. If a facemask is not available or cannot be tolerated, ask the sick person to cover their mouth and nose with tissues when coughing or sneezing.
- Treat all body fluids (such as respiratory secretions, diarrhea, vomit, or blood) as infectious.
 - Wear disposable medical gloves when tending to a sick traveler or touching body fluids or potentially contaminated surfaces. Remove gloves carefully pdf icon[PDF – 1 page] to avoid contaminating yourself, then wash hands.
 - When tending to a sick traveler who has fever, persistent cough, or difficulty breathing, use additional personal protective equipment (PPE) in the Universal Precaution Kit pdf icon[PDF – 1 page]external icon: face mask, eye protection, and

- a gown to cover clothing. Ensure an adequate supply of recommended PPE is available during flight.
 - Properly dispose of gloves and other disposable items that came in contact with the sick person or body fluids in biohazard bag or a secured plastic bag labeled as “biohazard.”
- Clean and disinfect contaminated surfaces according to airline protocol.

After arrival, CDC Quarantine Station staff will conduct a health assessment of the sick traveler’s symptoms and possible exposures. If necessary, CDC staff will coordinate transport to a health care facility for medical evaluation and testing. CDC will update the airline about the results of the testing and any need for follow-up of exposed crew members or passengers.

Cleaning of Aircraft after Flight

- If no symptomatic passengers were identified during or immediately after the flight:
 - Follow routine operating procedures for cleaning aircraft, managing solid waste, and wearing PPE.
- If symptomatic passenger(s) are identified during or immediately after the flight, routine cleaning procedures should be followed, and enhanced cleaning procedures should also be used as follows:
 - Clean porous (soft) surfaces (e.g., cloth seats, cloth seat belts) at the seat of the symptomatic passenger(s) and within 6 feet (2 meters) of the symptomatic passenger(s) in all directions.
 - Clean porous (soft) surfaces (e.g. seat covers and carpet) by removing visible contamination if present and using appropriate cleaners that are compatible with aircraft surfaces and components in accordance with the manufacturer’s instructions. For items that can be laundered, use the warm setting and dry items completely on high heat.
 - Clean non-porous (hard) surfaces (e.g., leather or vinyl seats) at the seat of the symptomatic passenger(s) and within 6 feet (2 meters) of the symptomatic passenger(s) in all directions, including: armrests, plastic and metal parts of the seats and seatbacks, tray tables, seat belt latches, light and air controls, cabin crew call button, overhead compartment handles, adjacent walls, bulkheads, windows and window shades, and individual video monitors.
 - Clean non-porous (hard) surfaces with disinfectant products with EPA-approved emerging viral pathogens claims that are expected to be effective against the virus that causes COVID-19 (SARS-CoV-2) and ensure these products are compatible with aircraft surfaces and components. All products should be used according to label instructions (e.g., concentration, application method and contact time, PPE).
 - Clean lavatories used by the symptomatic passenger(s), including: door handle, locking device, toilet seat, faucet, washbasin, adjacent walls, and counter.
 - Properly dispose of any items that cannot be cleaned (e.g., pillows, passenger safety placards, and other similar items as described below).

Recommended Personal Protective Equipment (PPE) during Enhanced Cleaning:

- Disposable gloves that are recommended by the manufacturer of the disinfectant should be worn.

- Disposable gowns should be worn while cleaning the cabin and lavatories.
- If splashing is possible, eye protection, such as a face shield or goggles and facemask may be required according to the manufacture's label.

General Recommendations during the Enhanced Cleaning Process:

- Ground and cleaning crews should not board the plane until all travelers have disembarked.
- Ventilation systems should be kept running while cleaning crews are working aboard the airplane.
- If visible contamination (e.g., a body substance such as blood or body fluids) is present, routine airline cleaning procedures should be followed based on blood or body substance spill management according to , 29 CFR 1910.1030.OSHA's Bloodborne Pathogen Standard, [29 CFR 1910.1030external icon](#).
- Airlines should ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication Standard, [29 CFR 1910.1200external icon](#).
- Airlines should train ground and cleaning crews on and require that crew members demonstrate an understanding of when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE.
- After doffing (taking off) PPE, cleaning staff should immediately clean hands with soap and water for at least 20 seconds. If soap and water not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
 - Airlines should consider providing alcohol-based hand sanitizer to cleaning staff for their personal use.
- Cleaning staff should immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures (e.g., contact with blood or body fluids without wearing appropriate PPE) to their supervisor.
- Cleaning staff should dispose of PPE and other disposable items used in cleaning following the airline's routine procedures. Note that all waste from international flights will also fall under jurisdiction of the U.S. Department of Agriculture/Animal and Plant Health Inspection Service (APHIS).
- Ground crews assigned to wastewater management operations should follow routine procedures.
- Employers should educate workers to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms.
 - Cleaning staff should immediately notify their supervisor if they develop [symptoms of COVID-19](#).

OSHA 300 Log Email Distribution to DEBM's Completed

Scheduled and Standing Meetings:

March 06, 2020 – AFL-CIO, CDC, FAA, NIOSH and OSHA Conference Call (Coronavirus Update)

March 16 & 26, 2020 – Fatigue Risk Mitigation Program Committee Meetings

March 17, 2020 – Quarterly Catch-up with Steve Murtoff

March 25 & 26, 2020 – Arbitration Prep and Arbitration Testimony

March 25, 2020 – February Health and Safety Coordination (HASC) meeting

March 26, 2020 - 737 MAX RTS Update

March 30 & 31, 2020 – Coalition of Flight Attendants