



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: October 9, 2020
Re: October 2020 EB Safety Team Report

Currently the Safety Team has the following open and/or resolved action items:

Aviation Safety Action Program (ASAP) – Reports in queue for ERC Review - 8

ASAP Reports received 2020 Year-to-Date:	1052
Accepted Reports Year-to-Date:	941
Excluded Reports to date:	96
Open Reports:	15
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	11,995

Southwest Airlines Event Notification System (ENS)

Fielded Events for Period: 9/12/20 through 10/9/20 = 272
Emergencies Declared for Period = 4

2020 Year-to-Date = 2469
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 Received for Period: 8/7/20 through 10/9/20 = 3

Date of Call	Base	Recommendation	Base Recommendation	Base Final
08-29-2020	AUS	Paid - Operational Cause	Accepts	Paid - Operational Cause
08-17-2020	HOU	Paid - Operational Cause	Accepts	Paid - Operational Cause
08-17-2020	HOU	Paid - Operational Cause	Accepts	Paid - Operational Cause
08-17-2020	HOU	Paid - Operational Cause	Accepts	Paid - Operational Cause

Fatigue Reports received 2020 Year-to-Date:	34
Paid – Operational Causation Year-to-Date:	17
Non-Paid – Non-Operational Causation Year-to-Date:	7
Non-Paid – No Crew Member Report Year-to-Date:	2
No Decision Necessary - Informational Only Year-to-Date:	8

SWALife Hot Aircraft Event Reporting

9/12/20 through 10/9/20 = 0

2020 YTD = 7

2019/2020 Year-over-Year Comparative: -163 (98.37% Decrease 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

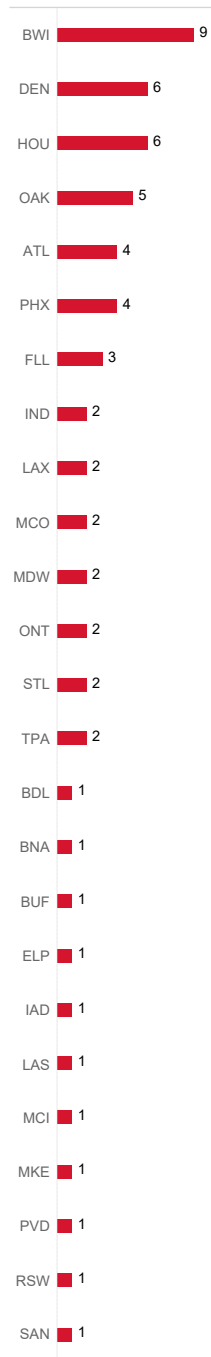
All of 2016: 535 = 32% Decrease Year-over-Year

All of 2015 (Benchmark High) = 788

Latest Hot Aircraft Reporting Overview (Normalized with all other Sources) 28SEP-4OCT20:

Hot Aircraft Overview 09.28.2020 - 10.04.2020

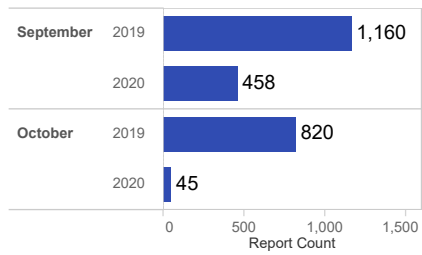
Hot AC Total by City



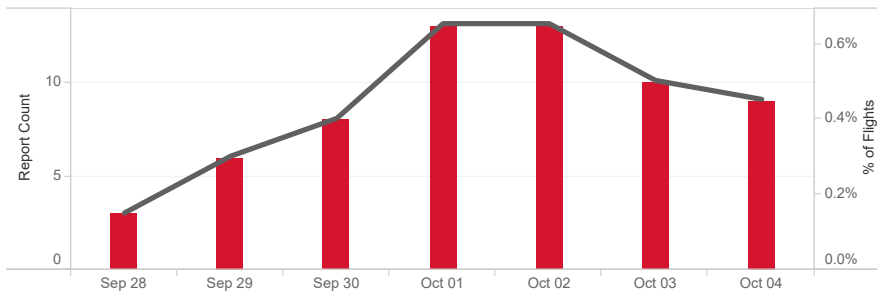
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	9/21/2020	9/28/2020	9/21/2020	9/28/2020
ACARS	72	60	-16.67%	
IF SOPI	1	1	0.00%	
Inflight Form		1		
Grand Total	73	62	-15.07%	

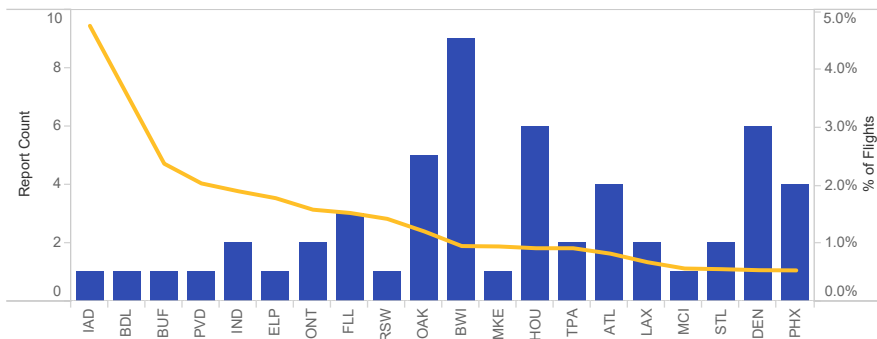
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



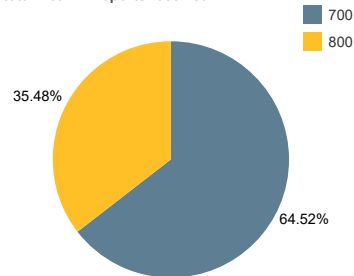
Stations - Top 20 Based on % of Flights



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	40	0.49%
800	22	0.39%

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

'Hot' Aircraft and Gates

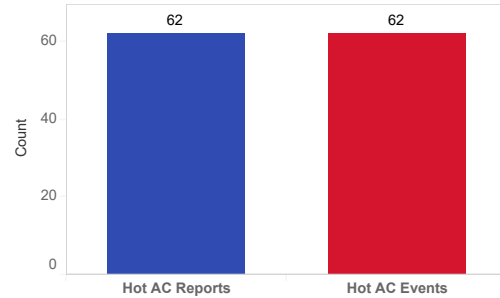
Aircraft with four or more reports

AC Number	
238	5
424	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.

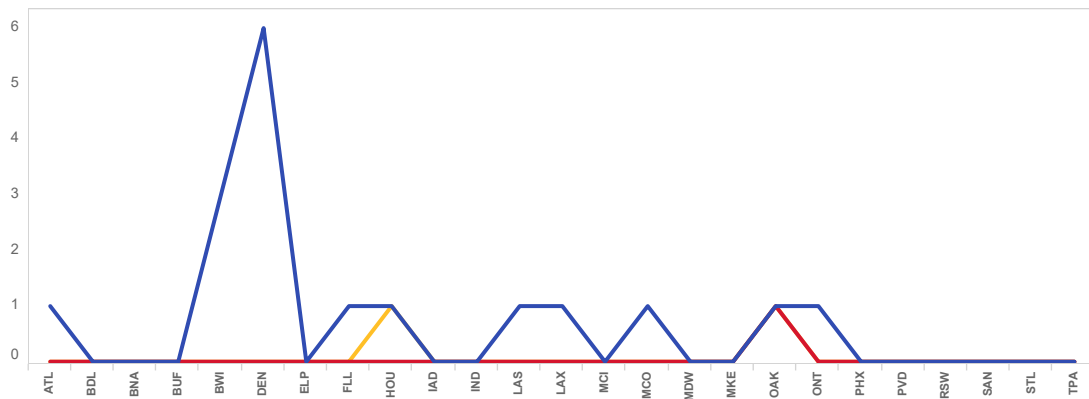


Ground Operations

As reported by the Pilot Group through ACARS messaging.

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

	9/21/2020	9/28/2020
% Air Not Connected	43.06%	28.33%
% Ops Agent Not Present	5.56%	1.67%
% Ramp Agent Not Available	5.56%	3.33%

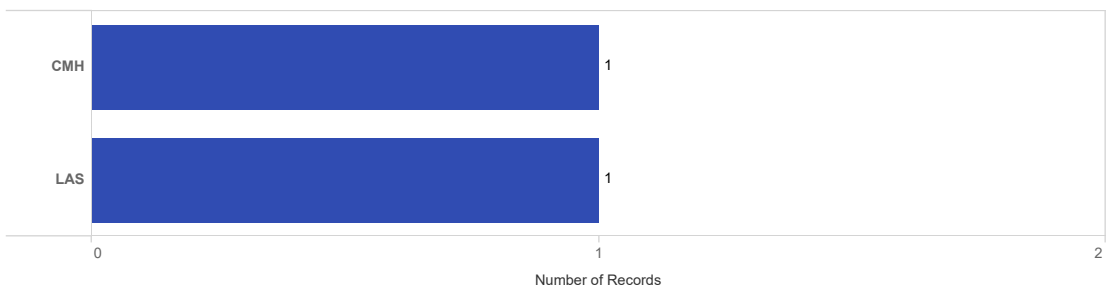


Good Job ACARS

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 09/28/20 to 10/04/20

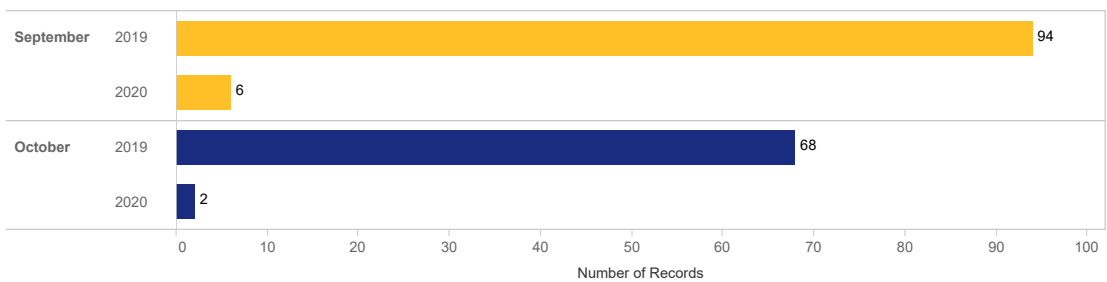
Pax Complaints by Originating City



Pax Complaints by day

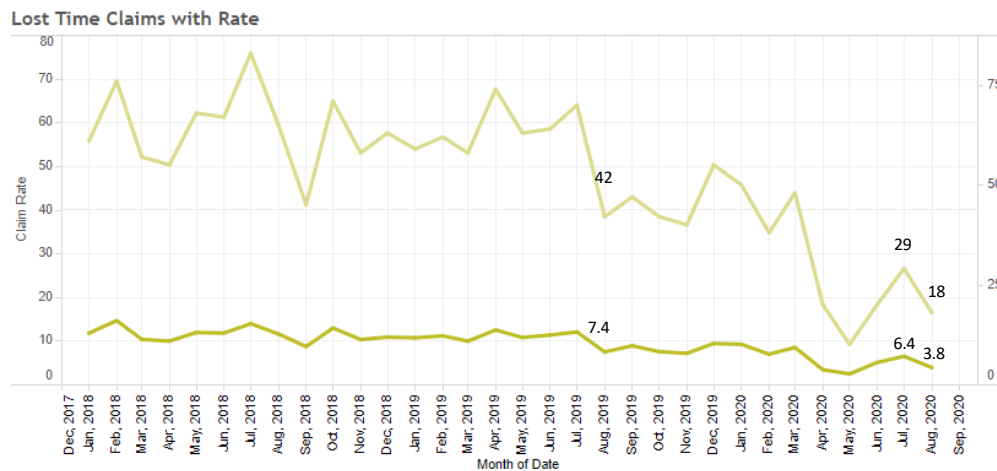


Year over Year Customer Complaints

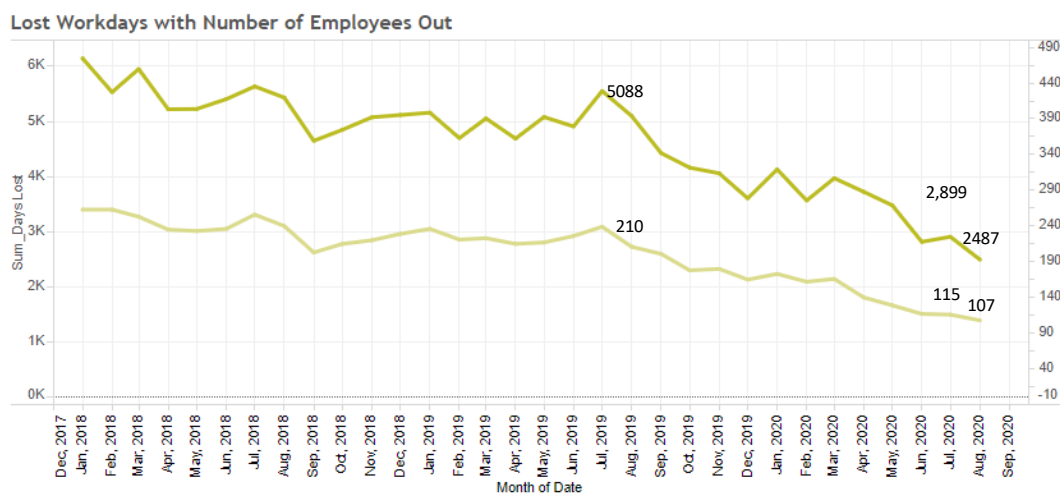


Current Occupational Injury Data:

LTCR



Lost Workdays



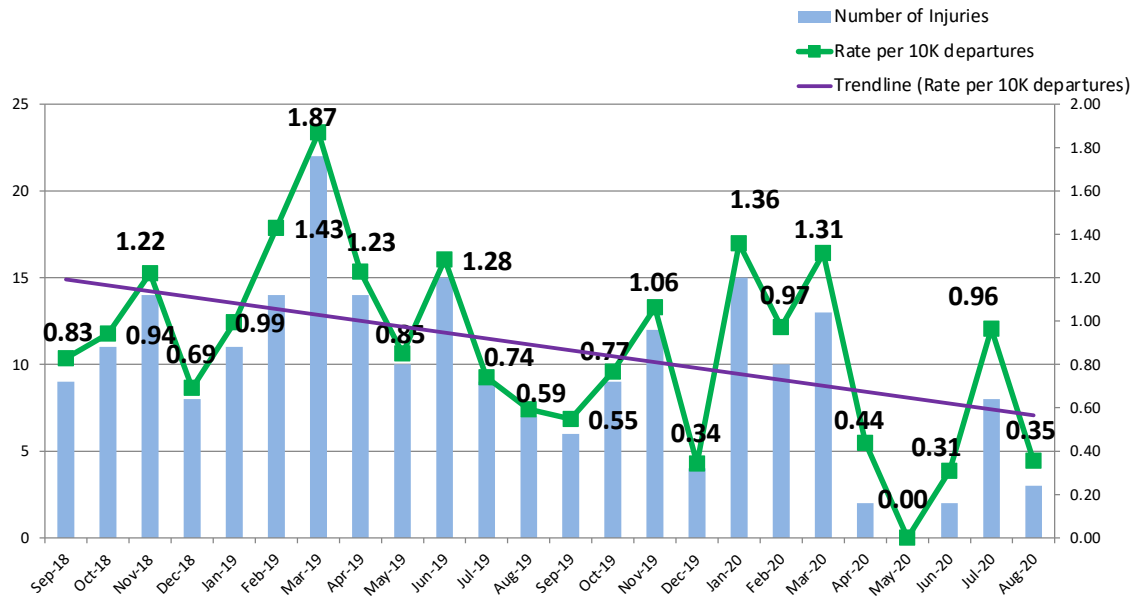
OSHA Recordable (Inflight)

	Date_of_Loss__c / OSHA Recordable					
	2018		2019		2020	
	Non-OSHA	OSHA	Non-OSHA	OSHA	Non-OSHA	OSHA
January	75	64	86	59	85	51
February	54	80	81	71	77	39
March	77	66	82	71	101	32
April	79	61	79	69	29	11
May	82	72	89	61	8	9
June	82	69	80	80	42	19
July	95	92	83	68	41	24
August	88	76	66	46	35	19
September	61	54	74	50		
October	87	78	83	44		
November	81	57	73	47		
December	79	71	69	52		

Cause (Inflight-Top 10)

Cause General	2018	2019	2020
Struck by/Against	487	408	131
Other	246	301	128
Slip/Trip/Fall	308	267	96
Carrying/Lifting	193	162	50
Pushing/Pulling	125	104	36
Weather	59	64	15
Collision	39	47	23
Caught In/Between	46	46	13
Contact with object	39	42	19
Inhalation	31	48	16

Flight Attendant Turbulence Injuries



OSHA 300 Log Email Distribution to DEBM's Completed

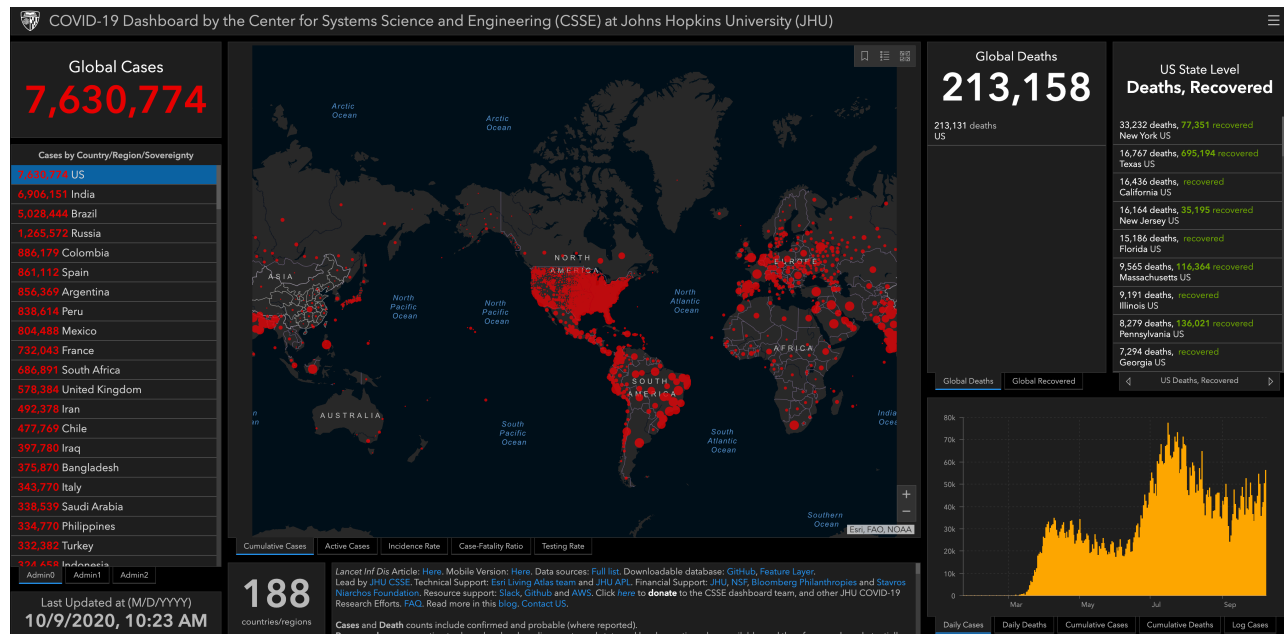
Open Discussion Items:

Officer and Staff ASAP protocols – Please be reminded that all ASAP inquirers (report status, MOU/LOU, Base Ops parallel investigation and ASAP procedural review questions) **must** only be made to TWU Local 556 Health and Safety and **not** with any Member of Management. This keeps us in compliance with our ASAP Letter of Understanding (LOU) and protects the integrity of the program overall. We would also ask that all Officers and Staff Members take an opportunity to review the ASAP LOU and ensure you have a clear understanding of it. As always, Michele, Jannah and/or I are available 24/7 to answer any questions you may have.

Coronavirus Update:

Current COVID-19 U.S. Stats as of 9OCT20:

Mortality Rate: .0279



Scheduled and Standing Meetings:

October 8, 15, 22, 29, 2020 – Safety and Regulatory/COVID-19 Teleconference with Steve Murtoff, Tom Raffalski and Dominick Renteria

October 29, 2020 – Health and Safety Coordination (HASC) Teleconference with Inflight Safety and Regulatory Compliance